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**Government
of South Australia**

DEPARTMENT FOR EDUCATION

2023 Annual Report

DEPARTMENT FOR EDUCATION

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2023 ANNUAL REPORT for the Department for Education

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2023 ANNUAL REPORT for the Department for Education

To:

Hon Blair Boyer MP

Minister for Education, Training and Skills

This annual report will be presented to Parliament to meet the statutory reporting requirements of *the Public Sector Act 2009*, *the Public Finance and Audit Act 1987*, *and the Education and Children's Services Act 2019* 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 Department for Education by:

Professor Martin Westwell

Chief Executive

Date 28 Mar 2024 Signature 

From the Chief Executive

In 2023, we launched our purpose and strategy for public education in South Australia. A strategy that was created by our community for our community and sets a new course for our public education system to be world leading.

This strategy started with a statewide conversation. We heard from our learners, our staff, employers, NGOs, parents and community members. We also engaged with local, national and international leaders in education reform.

These collective voices were used to create a strategy for public education that is equitable and prioritises learning and wellbeing. We want every child to receive the education they need to achieve great things, no matter their circumstances or postcode. Our new strategy aims to do just that.

Skills SA is connecting learners to industry through quality, reliable and accessible education. Our vision to help learners achieve great things was demonstrated by our multi-million investment into SA's future skills needs. We established regional Skills Centre hubs and developed an online resource with localised information on training providers. These measures were born from conversations with our industries, sectors and regions.

The government welcomed the recommendations of the Royal Commission into Early Childhood Education and Care, led by the Hon. Julia Gillard AC, which will see South Australia introduce preschool for all children from the age of three years and support families in the first 1000 days of a child's life. We look forward to working closely with our partner agencies on creating universal early childhood development system that connects families to the right opportunities at the right time to support healthy child development.

We led the nation by developing and trialling an artificial intelligence (AI) app. Without teaching our young people how to use AI in a safe way, we wouldn't be properly preparing them for the jobs of the future. In partnership with Microsoft, we were able to safely and responsibly put AI technology into the hands of a group of teachers and students to test how it impacts and enhances learning.

Changes were made to the Inclusive Education Support Program (IESP) to remove administration processes and ensure better, more targeted support to students with functional needs. This included an additional investment of more than \$50 million over the next four years to strengthen support for students with a disability, improving equity in our public education system.

Through our Country Education Strategy, we focused on attracting and retaining teachers to country locations. We offered new university graduates extra support and financial incentives to start their teaching career in country SA. We also completed our program of work to improve ICT infrastructure in our country schools and preschools, as well as more services to support access to housing, speech pathology, mental health and wellbeing in areas where provision is limited.

I would like to extend my sincere thanks to all Department for Education staff and the people in our communities who continue to go above and beyond for the South Australian children and young people in our public schools and preschools.



Professor Martin Westwell
Chief Executive
Department for Education

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Overview: about the agency

Our strategic focus

To help us build a world-leading public education system for South Australia, we led a statewide conversation on the purpose and value of public education. This included over 10,000 learners, staff, families, the community, and employers across the state. We also engaged with a range of local, national and international experts.

Their voices were used to create our [purpose statement and strategy for public education in South Australia](#).

The strategy includes areas of impact that describe what we will prioritise and resource to deliver our purpose. We will activate our levers across the system to create the biggest impact for our learners, and our guiding principles describe how we make decisions and approach our work.

<p>Our purpose</p>	<p>Public education is for every child and young person in every community across our state.</p> <p>Educators and staff work in partnership with families and communities to nurture, develop and empower all South Australian children and young people with the knowledge, skills and capabilities they need to become fulfilled individuals, active, compassionate citizens and lifelong learners.</p> <p>Our preschools and schools are the heart of local communities. They are safe, inclusive, and collaborative – a place where every child and young person is encouraged to contribute, develops positive relationships, has a say in their learning, and where their needs, interests, languages and cultures are recognised and supported.</p> <p>We are relentless in our ambition for all children and young people to enter the world beyond the classroom ready to learn and create opportunities to live a satisfying and fulfilling life of their choosing.</p> <p>When our children and young people thrive so does South Australia.</p>
<p>Our areas of impact</p>	<p>Our 4 areas of impact are interrelated and are underpinned by a series of domains.</p> <p>Wellbeing</p> <p>Our learners feel safe, included, and valued. They have access to support, experiences, teaching, and resources to build their resilience and social and emotional skills to positively and confidently engage in learning.</p> <p>We are focussing effort across the domains: belonging and safety; resilience and persistence and cognitive engagement.</p> <p>Equity and excellence</p>

	<p>We strive for excellence including foundational capabilities such as literacy, numeracy and digital literacy in all learners, by providing varied, challenging, and stimulating experiences. As well as opportunities that enable all learners to explore and build on their own abilities, interests, culture and experiences. We seek out inequity, eliminate barriers to opportunities and support all students to learn and thrive.</p> <p>We are focussing effort across the domains: knowledge, skills, competencies, and capabilities; Aboriginal learners; Inclusion and breaking the link between background and excellence.</p> <p>Effective learners</p> <p>Education must develop children and young people who can learn, not only when they are being taught. At preschool and school and throughout their lives, learners need to develop the skills to be effective learners so that they can make the most of future opportunities and respond to changes in their worlds.</p> <p>We are focussing effort across the domains: curiosity; creativity; meaning making; strategic awareness; and metacognition and self-regulation.</p> <p>Learner agency</p> <p>Our learners are empowered to develop a sense of identity and responsibility as they participate in their preschool and school community and are supported to play a role in shaping their learning experiences.</p> <p>We are focussing effort across the domains: voice to agency; partners in learning; and discernment and judgement.</p>
<p>Our levers for impact</p>	<p>We will make change and impact through the most influential parts of our system: our people and the ways we work together. These 7 key levers will be used to make the most impact across our work.</p> <p>People levers: Our people are our strongest levers for impact, particularly those working alongside our learners to support their capacity to thrive.</p> <ul style="list-style-type: none"> • Effective teaching • Empowered leadership • Partnering with families and communities • Engaging children and young people <p>System levers: As a system we have a strategic advantage in that we have teams and inputs that can support our preschools and schools to deliver impact for all learners in every community in South Australia.</p> <ul style="list-style-type: none"> • Strengthening supports • Resourcing and investment • Improvement and responsibility

Our guiding principles	<p>Our guiding principles describe how we make decisions and approach our work in ways that best use the levers to achieve our areas of impact:</p> <ul style="list-style-type: none">• Collective responsibility• Learning system• Evaluate for impact• Tight and flexible• Trust and verify
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Our organisational structure as at 31 December 2023

As at 31 December 2023, the department was comprised of the following divisions:

- Office of the Chief Executive
- Curriculum and Learning
- Finance
- Information and Communication Technology Services
- Infrastructure
- Office for the Early Years
- Partnerships, Schools and Preschools
- People and Culture
- Skills SA
- Strategic Policy and External Relations
- Student Pathways and Careers
- Support and Inclusion
- System Performance

Changes to the agency

During 2023, there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

Our Minister

The Honourable Blair Boyer MP is the Minister for Education, Training and Skills.

Our Executive team as at 31 December 2023

During 2023, there were changes to the executive structure and portfolio of responsibilities. This is reflected in the departments organisational structure available on our [website](#).

The Senior Executive Group of the department is as follows:

Martin Westwell	Chief Executive
Amanda Trainor	Director, Communications
Ben Temperly	Deputy Chief Executive, Strategy and Corporate Services
Bill Glasgow	Executive Director, Infrastructure
Bronwyn Milera	Director, Aboriginal Education
Chris Bernardi	Chief Operating Officer
Clare Feszczak	Executive Director, Student Pathways and Careers

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Dan Hughes	Chief Information Officer, Information and Communication Technology Services
Darren Humphrys	A/Executive Director, Support and Inclusion
Deonne Smith	Executive Director, Curriculum and Learning
Julia Oakley	Executive Director, System Performance
Kathryn Bruggemann	A/Deputy Chief Executive, Schools and Preschools
Kathryn Jordan	A/Head of the Office for the Early Years
Madeline Richardson	Deputy Chief Executive, Head of Skills SA
Marina Elliott	Executive Director, People and Culture
Peter Meere	A/Executive Director, Strategic Policy and External Relations

Legislation administered by the agency

Education and Children's Services Act 2019

Education and Children's Services Regulations 2020

South Australian Skills Act 2008

Other related agencies (within the Minister's area/s of responsibility)

Carclew Youth Arts

Child Death and Serious Injury Review Committee

Child Development Council

Commissioner for Aboriginal Children and Young People

Commissioner for Children and Young People

Construction Industry Training Board

Education Standards Board

History Trust of South Australia

Office for Early Childhood and Development

SACE Board of South Australia

South Australian Skills Commission

TAFE SA

Teachers Registration Board of South Australia

The agency’s performance

Performance at a glance

The department is committed to implementing a range of strategies, programs and initiatives to deliver our purpose for public education in South Australia.

Highlights from the 2023 calendar year have been included in the section below.

Agency specific objectives and performance

Agency objectives	Indicators	Performance
Autism reforms	Appoint an Autism Inclusion Teacher in every public primary school with clear accountabilities of outcomes.	<p>All government primary schools received an allocation for an Autism Inclusion Teacher (AIT) in 2023. Over 440 schools had an appointed AIT during the year.</p> <p>AITs were supported through professional learning and professional support networks during their first year of appointment.</p>
Mid-year intake for preschools and reception	Introduce a mid-year intake for preschool from 2023 and reception students from 2024.	<p>In July 2023, over 4000 children successfully started preschool at 377 public preschools across South Australia. This mid-year intake allowed children born in the middle of the year to start preschool at a time that is more appropriate to their age and their stage of development.</p> <p>These children will start school through the first mid-year intake for reception in July 2024.</p>
Wellbeing in schools	Empower schools to manage the process of allocating support, ensuring that the process is simple and fast and reduces bureaucracy, overheads and ensure procedures are kept to a minimum.	<p>A new Inclusive Education Support Program (IESP) Supplementary Level grant was approved and communicated with schools, to be introduced from term 1, 2024. This will provide schools with more autonomy and flexibility to support students with a disability as under the changes, schools will no longer have to apply for IESP level 1 to 3 funding.</p> <p>The changes will be supported by a Site Support Function that will be</p>

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Agency objectives	Indicators	Performance
		available to all schools in 2024 to work alongside school leaders on improved practice.
Wellbeing in schools	Provide support to students who experience mental health concerns that impact on their wellbeing and learning.	Over 40 FTE have been recruited to the School Mental Health Service with active recruitment continuing for remaining vacancies. These roles are the mental health component of the state government's commitment to employ 100 new mental health and learning support specialists.
Wellbeing in schools	Develop an improved placement program that is useful for Allied Health university students and will provide additional support for students in public schools.	An agreement has been established between the department and each of Adelaide's public universities, committed to working together to develop an Allied Health Placement program to strengthen placement opportunities in schools.
Capital projects	Deliver the Adelaide Botanic High School Expansion project to increase capacity at the school by 700 students.	Construction has continued on the expansion project at Adelaide Botanic High School. The new wing will be operational from term 2 of the 2024 school year, through a staged handover.
Capital projects	Deliver the Roma Mitchell Secondary College Expansion project to increase capacity at the school by 180 students.	Design and construction of the expansion project at Roma Mitchell Secondary College commenced in 2023. A new gymnasium, additional learning areas and a canteen are planned to be delivered by January 2025.
Technical colleges	Construct 5 new Technical Colleges across South Australia - 3 in metropolitan Adelaide and 2 in regional South Australia.	The state government is building 5 new Technical Colleges at Findon, The Heights, Tonsley, Mount Gambier and Port Augusta. Work progressed on the Technical Colleges with key employer partners secured and all aspects of design finalised for Findon Technical College opening in 2024.

Agency objectives	Indicators	Performance
Local school infrastructure upgrades	Implement the commitment to deliver infrastructure upgrades at 23 sites across South Australia.	<p>The government committed a further \$110,000 (\$410,000 in total) in funding to the City of Salisbury towards the construction of a new footbridge to connect the Mawson Lakes School campus across Dry Creek Reserve. The footbridge was officially opened in June 2023.</p> <p>Construction of a new outdoor shade structure at Yankalilla Area School was completed in August 2023.</p> <p>A new outdoor learning area and shade structure was also completed at Keithcot Farm Primary School in December 2023.</p> <p>A new public walkway was constructed along the south-eastern corner of Hamilton Secondary College school oval to improve community access around the school site. The walkway opened for public use in December 2023.</p> <p>Planning, design and construction is continuing on the remaining 19 sites, with projects ranging from new kiss and drop infrastructure to the delivery of new gymnasiums and sporting facilities.</p>
7-point plan for teaching quality	Implement a system wide ban on mobile phones for all primary and secondary schools, to make sure learning and active play are given priority in classrooms.	<p>From term 3 2023, all South Australian government schools have a mobile phone ban in place, requiring students to keep their mobile phones and other personal devices off and away for the whole school day.</p> <p>Guidance and supports exist for schools in implementing this policy.</p>
7-point plan for teaching quality	Implement the commitment to attract and maintain high quality teaching in the regions by making the country loading ongoing for teachers	The country teacher allowance will be an ongoing payment for new employees in country areas and those currently in receipt of the allowance from the 2024 school year.

Agency objectives	Indicators	Performance
	going to work in regional schools.	
7-point plan for teaching quality	<p>Implement the commitment to prohibit private financial institutions from providing a school banking program in South Australian public schools.</p> <p>Create new financial literacy teaching and learning resources in consultation with financial experts.</p>	<p>School banking services and the use of bank branded teaching resources have been prohibited since 1 January 2023.</p> <p>An expert stakeholder Financial Literacy Advisory Group provided advice on contemporary resources to support school leaders and educators, as well as consumer and financial literacy approaches and strategies that are relevant and engaging for students.</p> <p>Departmental intranet and internet content was updated to support educators, parents and families in understanding the role and importance of financial literacy capability building.</p> <p>Professional learning modules are in place to support financial literacy in teacher practice.</p>
7-point plan for teaching quality	<p>Empower the school leadership by speeding up the process to remove poor performing teachers from the classroom which will enable principals to get on with running their schools.</p> <p>Build a recruitment and placement system that works first and foremost for children and their education.</p>	<p>In 2023, a streamlined performance management process and more intensive early support for leaders were implemented to speed up the process to remove poor performing teachers.</p> <p>In 2024, engagement will occur with professional associations and the Australian Education Union (AEU) to review and refine the recruitment and placement process ahead of implementation.</p>
7-point plan for teaching quality	Create a workforce plan that places teachers in subjects they are qualified to teach and creates incentives to teachers	A specialist teacher workforce plan has been developed that will increase the number of specialist teachers by supporting the existing workforce and increasing the supply pipeline of new specialist teachers.

Agency objectives	Indicators	Performance
	to gain qualifications in specialist subjects.	The workforce plan will be launched in early 2024.
Better support for and inclusion of LGBTQIA+ students	Provide better support for and inclusion of LGBTQIA+ students and resources for teachers and leaders supporting them.	<p>During 2023, 947 staff completed whole of staff face-to-face training, a 256% increase from 2022. From its release in May 2022 to the end of 2023, over 3600 staff completed the department's online training module – <i>Introduction to supporting gender diverse, intersex and sexually diverse children and young people</i>.</p> <p>The department also engaged with LGBTQIA+ students in 4 secondary schools to produce a video on their school experiences and the importance of schools providing safe and inclusive learning environments. This video was prepared for release in early 2024.</p>
Right Bite Food and Drink Supply Standards	Provide healthier food options in schools helps to create a positive food culture.	<p>The Department for Education and Wellbeing SA developed and released the new Right Bite Food and Drink Supply Standards (Right Bite) for South Australian schools.</p> <p>Right Bite aims to promote healthy eating environments and improve the nutritional quality of food/drink supplied in education settings.</p>
A clearly defined purpose and vision for education and training	<p>Complete statewide consultation on the purpose conversation in term 1, 2023.</p> <p>Develop and launch a purpose statement and Strategy for Public Education by term 3, 2023.</p>	<p>Statewide consultation on the purpose of public education concluded in term 1, 2023. More than 12,000 views and perspectives were provided by learners, staff, families, industry, interested organisations and peak bodies.</p> <p>In July 2023, the department launched its new purpose and strategy for public education in South Australia.</p>
Improve outcomes for Aboriginal children and young people	Continued implementation of targeted initiatives of the Aboriginal	Launched our new 2023 to 2026 Stretch Reconciliation Action Plan (RAP).

Agency objectives	Indicators	Performance
	<p>Education Strategy, inclusive of Aboriginal Funding Reform, Aboriginal Voice Framework, Aboriginal Workforce Plan, Aboriginal languages, support for teachers of Aboriginal learners of English as an additional language and initiatives for the Early Years and Pathways.</p>	<p>Worked with the South Australian Aboriginal Community Controlled Organisation Network (SAACCON) to support education and skills targets under the National Agreement on Closing the Gap.</p> <p>Introduced a new funding model for Aboriginal children and young people in schools to commence from 2024. The new model provides schools with more flexible and predictable funding, supporting informed, localised decision making responsive to the needs and interests of their Aboriginal students.</p> <p>The Aboriginal Voice Framework is being implemented system-wide to embed Aboriginal perspectives and expertise in department policies and projects.</p> <p>Implementation of the Aboriginal Workforce Plan (2021-2031) continues, with several actions completed during 2023 including implementation of the Culturally Responsive Framework.</p> <p>In partnership with Aboriginal language communities, curriculum resources for Aboriginal languages continue to be developed, to support the teaching and learning of Aboriginal languages in schools.</p> <p>658 students from over 63 regional and metropolitan schools participated in the Workabout Program, delivering 1477 accredited and non-accredited training outcomes (some students taking up a number of training opportunities) and 17 employment outcomes for Aboriginal learners.</p> <p>1119 Aboriginal learners participated in South Australian Aboriginal Secondary Training Academy (SAASTA) Programs</p>

Agency objectives	Indicators	Performance
		<p>across regional and metropolitan schools.</p> <p>The Aboriginal Education Strategy continues implementation to ensure:</p> <ul style="list-style-type: none"> • Aboriginal children develop foundations for success in the early years (Closing the Gap outcomes 3 and 4). • Aboriginal children and young people excel at school (Closing the Gap outcomes 5 and 7). • Aboriginal young people are on pathways to success (Closing the Gap outcomes 6 and 7).
<p>South Australian Skills Plan</p>	<p>Develop a Skills Plan that meets the current and future needs of South Australia.</p>	<p>Immediate investments to tackle current and emerging skills shortages were delivered in 2023 including grants to trial Skills Centres, the development of a one-stop-shop website for VET information, expanded learner supports, grants to tackle current and emerging skills shortages, and grants to attract and retain more women in trades.</p> <p>The Skills Plan has been developed by Skills SA during 2023 for launch in early 2024.</p>
<p>National Skills Agreement</p>	<p>Successfully negotiate a National Skills Agreement.</p>	<p>Skills SA successfully supported negotiations of the National Skills Agreement (NSA), which was signed on 16 October 2023.</p> <p>The NSA will provide a \$2.29 billion investment in skills for South Australians delivering 150,000 training places over the next 5 years, providing flexible funding to deliver skills for critical and emerging industries, funding to implement agreed reforms and achieve economic and social outcomes including Closing the</p>

Agency objectives	Indicators	Performance
		<p>Gap, Foundation Skills, and improving completion rates.</p> <p>The NSA will commence from 1 January 2024.</p>
<p>Early Learning Strategy</p>	<p>Expand the child development screening system – increase to reach 80% of children.</p>	<p>9 pilots are underway testing a range of approaches to expand child development screening across South Australia. A Memorandum of Administrative Agreement (MoAA) with the Child and Family Health Service (CaFHS) has been executed to implement a 12-month milestone child health and development check to further increase reach.</p>
<p>Digital Strategy</p>	<p>Support children and students to have access to devices and internet connectivity for learning when they need it.</p>	<p>The Student Device Program has launched, commencing the process to ensure a device to student access ratio of 1:3 in all primary schools and 1:1 in all secondary schools is achieved by the end of the 2026 school year.</p> <p>The Student Home Internet Program has been launched and established as an ongoing offering, enabling any student who does not have access to reliable internet outside of school to seek a no-cost, reliable and secure internet dongle from the department to be used for educational purposes at home.</p>
<p>Country Education Strategy</p>	<p>Deliver initiatives under the Country Education Strategy to support South Australian country:</p> <ul style="list-style-type: none"> • schools and preschools • workforce • learning and pathways. 	<p>Scholarships were provided for 36 pre-service teachers to undertake a country professional experience placement in 2023.</p> <ul style="list-style-type: none"> • 20 scholarship recipients were final year pre-service teachers and 9 of these won 2024 teaching positions in the department (as at 31 December 2023). • 89% of pre-service teachers who won a 2024 teaching

Agency objectives	Indicators	Performance
		<p>position accepted a position in the country.</p> <ul style="list-style-type: none"> • 59 scholarships have been awarded for professional experience in 2024. <p>Ran 7 country tours across country regions with 45 pre-service teachers visiting 8 towns to connect with sites and their communities.</p> <p>Launched the Teach First in Country program with 23 pre-service teachers securing positions. Participants undertook professional learning and activities connecting them with their country site to support a great start in the classroom for 2024.</p> <p>Covered 2505 teaching days through a country relief and capacity program designed to improve access to temporary relief teachers.</p> <p>Doubled our investment and built a South Australian Rural Youth Ambassadors program.</p> <p>Improved accessibility to psychology and speech pathology services in country areas by expanding a tele-practice service and finalised an External Provider Panel (EPP) available to country sites.</p> <p>Following a successful pilot across 5 sites for the 2023 school year, the Country Housing Service was expanded to support all country school and preschools in recruiting for staff in 2024.</p>
<p>Career Education and Pathways Strategy</p>	<p>Increase awareness of VET careers in South Australia and providing support for students to start their pathway while in school.</p>	<p>Launched the Career Education and Pathways Strategy which includes a range of initiatives to support students, including the MyCareerPortal website which provides 153 government secondary schools with free access</p>

Agency objectives	Indicators	Performance
		<p>to a nationally recognised online career education platform. The website provides opportunities for government school students to explore their interests, values and aspirations, explore careers and the world of work through virtual work experience, and plan their future career journey.</p> <p>Career Awareness Month took place in August 2023 and involved 1290 students, 112 teachers and 80 parents.</p>
<p>Artificial Intelligence (AI) support for schools</p>	<p>Supporting schools to access and safely use generative AI.</p>	<p>Developed and trialled the department’s own generative AI app (EdChat) which is the first of its kind in the nation and has student safety as its key focus. This work, with a slightly expanded model, will continue in 2024.</p> <p>Published guidance online for schools, parents and carers and other resources around accessing and safely using generative AI. More guidance will be available in 2024.</p> <p>Developed a professional learning package for educators on using generative AI in teaching and learning. The package will be available in 2024.</p> <p>Participated in the creation of the Australian Framework for Generative Artificial Intelligence in Schools, released in late 2023. Schools will be provided with guidance on how to consider the principles within the framework in early 2024.</p>
<p>VET as a valued pathway</p>	<p>Industry is using VET to train and upskill their workforce.</p>	<p>VET has continued to be seen as a valued pathway for South Australians. In the first 6 months of 2023, there was an increase in the number of people choosing to study VET, with South Australian government-funded VET students</p>

Agency objectives	Indicators	Performance
		<p>increasing by 9.5% (to 54,665 students) when compared to the same period the year prior. This includes VET Fee-Free courses including apprentices and trainees in areas of critical skills shortages.</p> <p>Employers have continued to engage with the Traineeship and Apprenticeship system with 869 approved to employ trainees and apprentices in South Australia in 2023 YTD (to 22 December 2023). This has contributed to the creation of 11,329 new training contracts in 2023 YTD (to 21 December 2023).</p> <p>These results are a return to pre-COVID numbers and are aligned with the cessation of the Federal Government wage subsidies for trainee/apprentice employment.</p>
<p>Vaping Plan of Action</p>	<p>Implement a program to address vaping in schools.</p>	<p>The department has an action plan to address vaping in schools. It brings together a range of new and existing initiatives to support schools to address this issue.</p> <p>During 2023, funded vaping education programs for students with a preventative health approach were delivered. A public health campaign for schools, in partnership with Drug and Alcohol Services SA (DASSA), informed students, parents and teachers on the harms of vaping and supports available.</p>
<p>Breakfast program and food security</p>	<p>Expand funding to school breakfast programs and supporting food security through schools.</p>	<p>The department increased its funding to school breakfast programs by an additional \$4 million over 4 years (to \$5.1 million) to the existing funded service providers (Foodbank and Kickstart for Kids).</p> <p>In addition, from 2024 additional funding will be directed to support the most disadvantaged school communities. This will support local</p>

Agency objectives	Indicators	Performance
		<p>initiatives to address food security including food provision models.</p>
<p>Review of the suspension, exclusion and expulsion of students procedure</p>	<p>Improve procedural clarity and safeguards for priority equity groups.</p>	<p>The suspension, exclusion and expulsion of students procedure had a major review and update in 2023 to:</p> <ul style="list-style-type: none"> • improve clarity and guidance for principals • strengthen consistency of good practice • improve accessibility of information • maintain students' connectedness to school • improve safeguards for priority equity groups, and younger students. <p>The major review of the procedure was informed by the findings of the Graham independent inquiry into Suspension, Exclusion and Expulsion processes in South Australian government schools, the South Australia Ombudsman and significant consultation with internal and external stakeholders. The revised procedure takes effect in 2024. Training and resources will be provided in 2024 to support implementation.</p>
<p>Violence prevention</p>	<p>Provide learning environments that safe and supportive for children and young people to grow, thrive and learn.</p>	<p>In December 2022, the Minister for Education, Training and Skills held a roundtable to hear from a range of internal and external stakeholders on violence prevention and responses in schools.</p> <p>Twelve immediate actions were undertaken in 2023 as a result of this roundtable and included dedicated student consultation via 24 student forums and a cross-sector student summit, 30 nominated schools receiving restorative practice training and</p>

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Agency objectives	Indicators	Performance
		funding, and work towards a longer-term Plan of Action to assist schools in fostering safe and supportive learning environments. This Plan of Action is due for release in early 2024.

Corporate performance summary

- The department implemented several elements of the state government's 7-Point Plan for Teaching Quality policy, including:
 - empowering principals to lead by implementing a streamlined performance management process and providing more intensive early support for leaders to speed up the process to remove poor performing teachers
 - improving teaching in the country by making the country incentive zone allowance ongoing from the 2024 school year
 - increasing the number of specialist teachers by creating a specialist teacher workforce plan that supports the existing workforce and increases the supply pipeline of new specialist teachers
 - increasing teacher permanency by converting over 650 contract teachers to ongoing for the 2024 school year.
- Supported 284 sites to employ director, teachers and education support positions as part of the state government's commitment to introduce mid-year intake into preschools from July 2023.
- Strengthened the focus on building the supply pipeline of teachers in areas of greatest demand.
 - Pre-service teacher scholarships support initial teacher education students to undertake a placement in a country school.
 - A new Special Authority to Teach policy negotiated with the Teachers Registration Board enables final year initial teacher education students to undertake relief teaching work.
 - Teach First in Country offers support and financial incentives to new university graduates to start their teaching career in country South Australia.
 - Teach For Australia provides an alternative, employment-based pathway for specialists to become registered teachers.
- Expanded career development and professional learning supports for leaders, launching the Middle Leadership program, piloting Leading Future Learning and rolling out talent management pathways across the system.

Employment opportunity programs

Program name	Performance
Amy Levai Aboriginal Teaching Scholarship Program	<p>38 Aboriginal people were supported through the program in 2023. This includes:</p> <ul style="list-style-type: none"> • 2 senior secondary students • 25 people completing an initial teacher education award (of which 7 were employed by the department in education support roles) • 11 early career teachers.
Traineeships and Graduates	<p>The department employed 26 adult trainees under a contract of training in 2023.</p> <p>The department employed 6 graduates in a variety of corporate areas.</p>

Agency performance management and development systems

Performance management and development system	Performance
<p>The department’s approach is guided by the Performance and Development Policy and Guideline.</p> <p>Employees and their managers are expected to engage in regular performance and development conversations, including bi-annual reviews.</p> <p>Implementation is monitored via the Human Resource System (HRS) and employee surveys.</p>	<p>As at 21 December 2023, 62% of eligible employees had a current performance and development review (corporate staff 72% and site based staff 61%).</p> <p>The department has launched its refreshed framework focusing on learning, personal and wellbeing goals as well as cultural responsiveness with a view to encapsulate the essence of Performance and Development Plans (PDPs). Guidelines, templates and training has also been refreshed to support the new framework. It is envisaged that this approach will resonate with both employees and managers which will be reflected in completion levels.</p>

Work health, safety and return to work programs

Program name	Performance
WHS Incident and Hazard Management System	<p>A substantial re-development of the new incident and hazard reporting platform (Incident 360) was undertaken during 2023 to ensure an intuitive user friendly interface.</p> <p>A second round of user acceptance testing (UAT) is scheduled for January 2024, with full department roll-out scheduled to occur by the end of 2024.</p>
WHS Internal Audit program	<p>The WHS Internal Audit program was undertaken throughout 2023 with site verifications completed at the start of term 4. Sites were provided with a copy of their audit outcomes, including identified corrective actions.</p> <p>The WHS team are currently in the process of assisting sites to implement the corrective actions.</p>
SiSU Health Stations	<p>SiSU health stations were available to department employees at selected sites from July to December 2022.</p> <p>Across the 33 health station locations, a total of 1205 health checks were completed. 1007 employees participated, with 14.3% of employees repeating their health check.</p> <p>To ensure employees are provided with ongoing support, the WHS Unit purchased a subscription to a SiSU health based application, which offers health improvement programs relating to sleep, breathing techniques, healthy eating recipes, fitness and weight loss plans. This is available to all initial users of the health stations from 19 June 2023 to 18 June 2024.</p>
WHS Training Audit and Evaluation 2022	<p>An audit and detailed evaluation of all WHS training and induction programs within the department was conducted to ensure that:</p> <ul style="list-style-type: none"> • the department continues to meet legislative requirements • employees are provided with a comprehensive and appropriate WHS training program to protect them from the department’s WHS risks • training content is up to date, fit for purpose and accessible • the WHS training program is effectively communicated to employees. <p>Outcomes of this audit and evaluation were actioned in 2023.</p>

Program name	Performance
<p>WHS Training Initiatives</p>	<p>New training programs to support employees within their roles were implemented in 2023, including:</p> <ul style="list-style-type: none"> • a partnership with TAFE SA to deliver ‘Safe use of machinery for technology teaching’ • a revised ‘Laboratory skills workshop’ presented by TAFE SA • ‘Asbestos awareness training’ delivered by Greencap • a 1-year contract extension with Kidsafe SA to deliver ‘Playground inspection and maintenance training’. <p>New WHS training courses were developed in 2023 for launch in term 1 2024, including:</p> <ul style="list-style-type: none"> • revised WHS worker induction training course • SunSmart training in collaboration with Cancer Council SA.
<p>First aid arrangements in schools and preschools</p>	<p>WHS conducted a review of first aid arrangements in department workplaces to ensure department requirements effectively control the risks across various settings. WHS consulted with relevant internal and external stakeholders and conducted a comprehensive risk assessment. The risk assessment has informed a recommended policy position for implementation in 2024 that will result in approximately 2740 more school and preschool staff receiving first aid training.</p>
<p>Installation of Automated External Defibrillators (AEDs)</p>	<p>The <i>Automated External Defibrillators (Public Access) Act 2022</i> (the Act) came into operation in December 2022. It requires the installation and registration of AEDs in designated buildings or facilities, including schools, by 1 January 2025.</p> <p>WHS is participating in an Across Government Steering Committee to oversee the implementation of the legislation. WHS is also participating in the procurement panel for the AED units.</p>
<p>Risk management of Outdoor Learning Environments (OLEs)</p>	<p>WHS reviewed the department’s approach to managing the risks associated with OLEs, in consultation with Asset Strategy and Performance. The purpose of the review was to ensure that the department has a consistent and effective approach to managing OLE risks to improve safety and ensure the department meets its duty of care and legislative requirements.</p> <p>The review informed recommendations for a new approach to managing the risk of OLEs. The new approach will be implemented in 2024.</p>

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Program name	Performance
COVID-19 guidance	<p>In November 2022, the Chief Executive approved a recommendation to transition the department's COVID-19 response to business as usual arrangements resulting in the decommissioning of the COVID-19 Response Unit.</p> <p>COVID-19 risk controls are now overseen by WHS. WHS have reviewed all current guidance to ensure it is up to date, concise and in line with SA Health guidance.</p>
Noise monitoring in design and technology (D&T) workshops	<p>Design and technology teachers are exposed to varying levels of noise over a working day and perform tasks where they move in and out of noisy areas. Surveys were conducted in the D&T workshops at 11 high schools, giving a representative sample size of approximately 10% of D&T workshops.</p> <p>WHS are implementing the recommendations made following the surveys.</p>
Food safety	<p>Legislative changes to the Food Standards came into effect in December 2023, impacting sites who serve potentially hazardous foods.</p> <p>WHS developed guidance for sites which was published on the intranet to coincide with the new requirements in December 2023.</p>

Workplace injury claims	Current year 2022-23	Past year 2021-22	% Change (+ / -)
Total new workplace injury claims	643	627	+2.55%
Fatalities	0	0	0%
Seriously injured workers*	1	0	+100%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	10.4	9.51	+9.36%

**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)*

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Work health and safety regulations	Current year 2022-23	Past year 2021-22	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	109	75	+45.33%
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	26	62	-58.06%

Note: The decrease in notices is attributed to SafeWork SA completing phase 1 of a playground proactive compliance campaign regarding playgrounds in July 2022. Phase 2 of the audit commenced in July 2023 and those notices are not included in this data. They will be included in the next report.

Return to work costs**	Current year 2022-23	Past year 2021-22	% Change (+ / -)
Total gross workers compensation expenditure (\$)	\$21,147,089	\$22,479,814	-5.93%
Income support payments – gross (\$)	\$8,581,894	\$10,885,509	-21.16%

**before third party recovery

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/work-health-and-safety-and-return-to-work-performance-reporting-by-the-department-for-education>

Executive employment in the agency

Executive classification	Number of executives
Chief Executive	1
SA Executive Services Level 1	71
SA Executive Services Level 2	15
Principal Band A-2	60
Principal Band A-3	156
Principal Band A-4	106
Principal Band A-5	85
Principal Band A-6	60
Principal Band A-7	31

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Executive classification	Number of executives
Principal Band A-8	25
Principal Band A-9	22
Principal Band A-9 plus	15
Education and Children' Services Act Section 121 Negotiated Conditions	256
Preschool Director Band A-2	12
Preschool Director Band A-3	49

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/executive-employment-in-the-department-for-education>

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 2022-2023 are attached to this report.

Statement of Comprehensive Income	2022-23 Budget \$000s	2022-23 Actual \$000s	Variation \$000s	Past year 2021-22 Actual \$000s
Total Income	4 112 730	4 414 861	302 131	3 868 971
Total Expenses	4 106 830	4 358 068	251 238	3 849 861
Net Result	5 900	56 793	50 893	19 110
Total Comprehensive Result	5 900	484 484	478 584	193 638

Our income – where it comes from

The total income received by the department and schools from controlled operations for the 2022-23 financial year was \$4.4 billion, which was an increase of \$545.9 million from the previous financial year.

Key factors contributing to the movement include:

- Appropriations from the State Government increased by \$382.8 million, mainly relating to funding received for Skills SA which transferred to the department from 1 July 2022.
- Revenue from the Australian Government increased by \$102.5 million, predominantly relating to increases of \$53.7 million associated with the National Schools Reform Agreement and \$48.1 million Skills SA funding provided towards the Fee Free TAFE, Job Trainer and Student Engagement Project programs.
- A \$19.6 million increase in grant funding provided to the department for Skills SA and related to grants received by schools.
- Sales of goods and services revenue increased by \$23.8 million mainly attributable to schools camp and excursion activities and the return of international students following COVID-19 restrictions.
- Interest received increased by \$12.2 million due to the increased interest rates paid on invested funds.

Our expenditure – how our funds were spent

Total operating expenses of the department and schools for controlled activities increased by \$508.2 million to \$4.4 billion compared with the previous financial year. The increase in expenditure from the previous financial year is predominantly attributed to:

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- Grants and subsidies payments increased by \$362.5 million, with \$352.3 million relating to Skills SA, which transferred to the department from 1 July 2022.
- Supplies and services increased by \$21.2 million mainly from increased expenditure on ICT services and equipment, student camps and excursion costs, bus contractors and other transportation costs, and employee training and development costs, partly offset by lower expenditure on minor works and maintenance.
- An increase of \$8.3 million in depreciation and amortisation expenses associated with the department's capital investing program.
- Employee benefit expenses increased by \$201.5 million mostly due to the revaluation of long service leave liabilities and workers compensation provisions, and higher costs of increased salary rates payable under enterprise agreements.
- A reduction in expenditure of \$91.0 million relating to cash being returned to the Department of Treasury and Finance under the Cash Alignment Policy in 2021-22.

Comprehensive result – changes in asset valuations

The comprehensive result includes the impact of the revaluation of non-current assets which occurred in 2022-23. This resulted in an increase of \$427.7 million to the revaluation surplus.

Financial position

Statement of Financial Position	2022-23 Budget \$000s	2022-23 Actual \$000s	Variation \$000s	Past year 2021-22 Actual \$000s
Current assets	1 012 422	1 581 351	568 929	1 254 940
Non-current assets	6 070 779	6 615 751	544 972	6 116 496
Total assets	7 083 201	8 197 102	1 113 901	7 371 436
Current liabilities	508 693	676 453	167 760	470 173
Non-current liabilities	1 168 221	1 063 274	(104 947)	1 078 187
Total liabilities	1 676 914	1 739 727	62 813	1 548 360
Net assets	5 406 287	6 457 375	1 051 088	5 823 076
Equity	5 406 287	6 457 375	1 051 088	5 823 076

Summary of our assets – what we own

The value of assets for the department and schools totalled \$8.2 billion as at 30 June 2023, which represented an increase of \$825.7 million compared with the previous financial year.

Property, plant and equipment increased by \$505.7 million resulting primarily from additional capital expenditure on construction projects and the revaluation of assets, partly offset by depreciation expenses.

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Cash and cash equivalents increased by \$315.2 million and receivables were \$12.5 million higher than the previous financial year.

Summary of our liabilities – what we owe

The value of liabilities for the department and schools totalled \$1.7 billion as at 30 June 2023; an increase of \$191.4 million compared with the previous financial year.

This increase was mainly due to increased payables and employee benefits of \$186.6 million and \$6.7 million, respectively, partly offset by a \$5.6 million reduction in financial liabilities as at 30 June 2023.

Materials and services charges

The materials and services charge set by each governing council is for materials and services used or consumed by individual students during the course of their study and shall reflect the cost of the materials and services provided.

For 2023, the prescribed amount as determined in accordance with the Education and Children's Services Regulations 2020 was \$269 for primary students and \$355 for secondary students. Governing councils are able to poll their school communities to seek majority support to charge an amount greater than the prescribed amount as well as including specific subject charges where applicable.

For the 2022-23 financial year, the actual amount recorded by schools for material and services charges was \$63.9 million. It is noted that for the 2023 school year eligible families were provided with a rebate of the 2023 materials and services charge.

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	Various	\$22,936

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

Consultancies	Purpose	\$ Actual payment
Aurecon Australasia Pty Ltd	Develop a business case relating to the establishment of new high school accommodation within the Adelaide CBD and Inner North areas to	\$39,420

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Consultancies	Purpose	\$ Actual payment
	meet future enrolment demand.	
Mercer Consulting (Australia) Pty Ltd	Manage the Band A Review and Contemporary School Leadership Structures Project.	\$441,800
RKM Consulting Pty Ltd	Review and assess the Hire to Retire processes and systems.	\$14,888
Sayers Advisory Pty Ltd	Undertake research as part of our national leadership of an initiative in the National Schools Reform Agreement.	\$915,968
The Learning First Group	Develop a performance and development framework for teachers based on research and examples of industry best practices.	\$190,000
Rawtec Pty Ltd	Assist the development of a Waste & Recycling procurement strategy and tender documentation. This consultancy commenced in 2020-21 and continued into 2021-22 and 2022-23.	\$11,305
Peg Consulting Pty Ltd	To investigate, review and make recommendations on the Construction Industry Training Board's effectiveness and attainment of the objects of the CITF Act, to improve the quality of training in the industry, and ensure the Act adequately improves training outcomes for workers.	\$69,300

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Consultancies	Purpose	\$ Actual payment
CK Leadership Consultants	Undertake a Review pursuant to section 53 of the Education and Children's Services Act into the future schooling needs of the Coonapyn community.	\$50,175
ZED Management Consulting	Data reporting and analytics review of existing products and tools against future needs.	\$12,500
Social Ventures Australia	Evaluate the Learning+ pilot program to inform future decision making. This consultancy commenced in 2020-21 and continued into 2021-22 and 2022-23.	\$116,361
Deloitte Financial Advisory	To prepare a business case to support the case for change to guide lifecycle infrastructure investment.	\$342,782
Sysintegra Pty Ltd	To design and co-ordinate a business solution for the ServiceNow Project.	\$49,340
	Total (all consultancies)	\$ 2,276,775

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/consultants-engaged-by-the-department-for-education>

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.

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The information contained is sourced from the department's general ledger and invoices, and it is noted that sampling has occurred for some individual vendors with significant volumes.

Transactions between the department and government schools and preschools have been excluded from the below transactions in addition to some transactions that were identified that are not in the nature of contractors.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	\$3,212,258.48

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

Contractors	Purpose	\$ Actual payment
University Of Adelaide	Professional services for departmental initiatives (Mathematic - Thinking Maths Program)	\$17,693.00
3NA Pty Ltd	Professional services for ICT reform (Flexible Learning Program)	\$111,950.91
3NA Pty Ltd	Professional services for ICT reform (Site Budget Planning Tool Enhancements)	\$194,155.00
8Squad Pty Ltd	Professional services to support ICT delivery (Corporate site upgrades)	\$18,000.00
ABC Multilingua Pty Ltd	Translation and interpreting services	\$247,363.52
Aboriginal Basketball Academy	Professional services for departmental initiatives (South Australian Aboriginal Secondary Training Academy)	\$29,273.64
Adelaide OHS&W Consultants	Professional audit and risk services	\$32,340.00

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Contractors	Purpose	\$ Actual payment
Aim To Succeed Tutoring	Professional tuition services for School Retention Program	\$47,662.50
Akkodis Australia Talent	Labour resources	\$54,107.97
Alchemy Security Consulting	Professional services for ICT infrastructure (Security Testing)	\$24,000.00
All Ears & Speech	Translation and interpreting services	\$10,867.71
Angela Dowling	Professional services for departmental initiatives	\$22,252.14
Anglicare SA Ltd	Professional services for departmental initiatives (School retention mentoring program)	\$139,933.17
ArcBlue Consulting (AUS) Pty Ltd	Professional services for departmental initiatives (Procurement services)	\$10,550.00
Armadale Consultancy Limited	Labour resources	\$118,096.00
ASI Solutions	Professional services for ICT infrastructure	\$115,123.89
Atomix Design Pty Ltd	Professional services to support ICT delivery	\$49,680.00
Aurecon Australasia Pty Ltd	Professional services for strategic asset management	\$122,800.00
Auslan Services Pty Ltd	Translation and interpreting services	\$43,869.61
Austral Tree Services Pty Ltd	Professional services for bushfire safety	\$17,850.00
Autism SA	Professional assessment services	\$26,848.28
B Pragmatic Pty Ltd	Professional services for departmental initiatives	\$49,905.00

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Contractors	Purpose	\$ Actual payment
	(Transport Transformation Program)	
Barry Carpenter	Professional services for departmental initiatives	\$16,109.11
BDO Services Pty Ltd	Professional services for departmental initiatives (Procurement services)	\$41,470.00
Benestar Group Pty Ltd	Psychological first aid leadership program	\$244,123.89
Bob May Workplace Emergency	Professional services to deliver fire warden training	\$14,723.00
Bright Space Psychology	Psychological assessment services	\$23,020.00
Broaden Psychology	Psychological assessment services	\$28,521.03
Broadtec Services Pty Ltd	Professional services for ICT Infrastructure in Schools	\$30,894.10
Bronwyn Custance Education	Professional services for departmental initiatives (LEAP strategies, planning, support, and training)	\$42,990.00
BTS Australasia Pty Ltd	Professional services for departmental initiatives (Future Leaders Program)	\$48,697.37
Bus & Coach Association SA	Professional services for the delivery of school bus safety program (BusSafe Program)	\$90,909.10
Cablelink Communications	Professional services for ICT Infrastructure in Schools	\$193,483.00
Cald Group	Translation and interpreting services	\$11,210.00

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Contractors	Purpose	\$ Actual payment
Cancer Council SA	Professional services for departmental initiatives (SunSmart Training)	\$10,000.00
Capgemini Australia Pty Ltd	Professional services for departmental initiatives	\$19,200.00
Care Squared Pty Ltd	Professional assessment services	\$39,309.08
Career Tools	Professional services for departmental initiatives	\$10,900.00
Carmel O'Reilly	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$10,864.84
Centacare Catholic Family Serv	Professional services for departmental initiatives (Employee Assistance Program)	\$18,435.00
Centacare Catholic Family Serv	Professional services for departmental initiatives (National Student Wellbeing Program)	\$94,500.00
Chamonix IT Management	Professional services for departmental initiatives	\$635,706.88
Chandler Macleod Group Ltd	Labour resources	\$219,670.83
Changelogic	Professional services for departmental initiatives	\$16,500.00
Changelogic	Professional services for departmental initiatives (Strategic advice and development of Skills Plan)	\$133,500.00
Chatterbox Therapy Services	Professional assessment services	\$10,572.36
Chelsea Turner	Translation and interpreting services	\$14,700.38

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Contractors	Purpose	\$ Actual payment
Citron Early Childhood	Professional services for departmental initiatives (Leadership development)	\$19,200.00
Civica Education Pty Ltd	Professional services for the Education Management System (EMS) project	\$1,400,000.00
Cloudwerx Pty Ltd	Professional services for ICT infrastructure (Backup & maintenance)	\$100,000.00
COGS Project Therapy Pty Ltd	Professional services for the Education Management System (EMS) project	\$780,652.48
Colin Macmullin	Psychological assessment services	\$55,800.40
Communication Republic	Translation and interpreting services	\$85,160.50
Complete Tutoring Solutions	Professional tuition services for School Retention Program	\$25,530.00
Complexity.AI Pty Ltd	Professional services to support ICT delivery (Analysis and strategic advisory)	\$14,500.00
Computers Now Pty Ltd	Professional services for ICT Infrastructure in Schools	\$578,356.14
Connected Self Pty Ltd	Professional services for departmental initiatives (School Retention Program)	\$284,442.74
Continuum Psychological	Psychological assessment services	\$77,708.47
Contracting Site Solutions Pty Ltd	Professional services for ICT communication installation and maintenance	\$39,360.00

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Contractors	Purpose	\$ Actual payment
Corporate Health Group Pty Ltd	Health assessment services	\$342,241.90
CPM - Department Of Education	Labour resources	\$68,735.13
Creativation Pty Ltd	Professional services for departmental initiatives (Automated Budget & Forecasting Model)	\$25,330.00
Culturalchemy Pty Ltd	Professional services for departmental initiatives (Strategic workshop)	\$11,500.00
Custom Minds	Psychological assessment services	\$59,779.37
Cybercx Pty Ltd	Professional audit and risk services	\$59,700.00
Dandolo Partners International	Professional services for departmental initiatives	\$98,841.50
Dane Spencer	Translation and interpreting services	\$11,120.00
Dansie's Head To Toe Pty Ltd	Psychological assessment services	\$127,032.13
Data 3 Ltd	Professional services for ICT infrastructure (Backup & maintenance)	\$840,102.37
Data 3 Ltd	Professional services for Machinery of Government ICT Support	\$42,817.80
Datacom Systems (AU) Pty Ltd	Professional services to support ICT delivery	\$13,199.00
David Best	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$11,705.61
David O'Brien Consulting	Professional services for departmental initiatives (Leader Advisor Program)	\$13,030.62

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Contractors	Purpose	\$ Actual payment
Deaf Services Limited	Translation and interpreting services	\$117,204.71
Dean Angus	Professional services to support ICT delivery (Orbis)	\$21,254.24
Deb Halligan	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$11,336.55
Deborah Hancock	Professional services for departmental initiatives (Leader Advisor Program)	\$14,387.50
Deloitte Access Economics	Professional services for departmental initiatives	\$48,896.48
Deloitte Touche Tohmatsu	Professional services for departmental initiatives (Digital Strategy)	\$293,635.03
Denise Higgins	Professional services for departmental initiatives (Leader Advisor Program)	\$17,881.05
Des's Adelaide Pty Ltd	School bus services (Bus hire)	\$30,331.80
DFP Recruitment Services	Labour resources	\$115,876.54
DK Psychology	Psychological assessment services	\$84,916.97
DXC Enterprise Australia Pty Ltd	Professional services for ICT Infrastructure in Schools	\$663,989.00
DXC Technology Australia	Professional services for ICT infrastructure (Backup & maintenance)	\$409,155.31
Edge Recruitment	Labour resources	\$583,897.24
Education Changemakers Pty Ltd	Professional services for departmental initiatives	\$46,200.00

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Contractors	Purpose	\$ Actual payment
Education Services Australia	Professional services for departmental initiatives	\$88,962.00
Elena Boyarskikh	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$11,016.04
Elevate Management Consulting	Professional services for departmental initiatives	\$91,105.00
Enable Professional Services	Professional services for departmental initiatives	\$77,250.00
Entree Recruitment	Labour resources	\$287,140.35
Ernst & Young	Professional services for departmental initiatives (Digital Transformation and VET Data Streamlining Programs)	\$37,000.00
Ernst & Young	Professional services for departmental initiatives (Finance Procedure Review)	\$125,000.00
Ernst & Young	Professional services for departmental initiatives (Inclusive Education Support Program)	\$30,000.00
Ernst & Young	Professional services for departmental initiatives (Small schools and Preschools Finance Model)	\$68,000.00
Exceptional Learners Assessment	Psychological assessment services	\$30,326.56
Expose Data Pty Ltd	Professional services for departmental initiatives (edAnalytics)	\$3,203,893.64
Flinders University	Professional services for departmental initiatives (Hearing Screening)	\$44,545.45

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Contractors	Purpose	\$ Actual payment
Foundation Education Pty Ltd	Professional services for departmental initiatives (South Australian Aboriginal Secondary Training Academy)	\$16,478.00
Frisk Search Pty Ltd	Professional services for departmental initiatives (Data Services)	\$27,468.75
Fujifilm Data Management	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$933,554.91
G Jankewicz & Associates	Professional services for departmental initiatives	\$16,048.20
Galpins	Professional services for departmental initiatives (Financial Separation of Integrated Children's Centres)	\$57,613.37
Gorjana Borojevic	Professional services for departmental initiatives (Leader Wellbeing Program)	\$10,250.00
Hammond Street Developments	Professional services for ICT software license management	\$51,685.20
Harrison Mcmillan Pty Ltd	Labour resources	\$686,604.63
Haymakr	Professional services for departmental initiatives	\$20,000.00
Hays Specialist Recruitment	Labour resources	\$7,594,526.22
Heather Heading	Professional services for departmental initiatives (Leader Advisor Program)	\$21,801.50
Helen Coleman	Psychological assessment services	\$11,992.50

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Contractors	Purpose	\$ Actual payment
Hendercare Pty Ltd	Psychological assessment services	\$44,661.74
Henderson Horrocks Risk	Professional services for departmental initiatives (Incident management)	\$10,128.80
Hoban Recruitment Pty Ltd	Labour resources	\$290,421.85
HR Partners - By Randstad	Professional services to assist with recruitment	\$18,801.85
Hudson Global Resources (Aust)	Labour resources	\$159,362.93
Human Psychology	Psychological assessment services	\$210,421.01
Ialign Pty Ltd	Professional services for departmental initiatives (Hogan flash reports & ialign custom reports)	\$29,789.10
Ian Carswell	Professional tuition services for School Retention Program	\$46,218.22
Idea Science Pty Ltd	Professional services for departmental initiatives (SalesForce solution build and configuration)	\$141,242.75
I'm Possible Academy IPA	Professional tuition services for School Retention Program	\$31,960.00
Incompro Aboriginal Assoc	Professional services for departmental initiatives (School Retention Program)	\$312,451.65
Inspired Psychology	Psychological assessment services	\$23,526.56
Insync Solutions Pty Ltd	Professional services for departmental initiatives (Education Internet Management Services deliverable)	\$696,379.63

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Contractors	Purpose	\$ Actual payment
Interpreting And Translating	Translation and interpreting services	\$33,113.97
IOT Tek	Professional audio visual support services	\$12,470.00
Iron Mountain Australia Group	Professional services for departmental services (Data Management)	\$17,685.39
J4RVIS Pty Ltd	Professional services for departmental initiatives (Salesforce)	\$114,895.00
Jade-Thelda Cleasby	Translation and interpreting services	\$93,305.64
Jodie Benveniste Brave New	Psychological first aid leadership program	\$32,500.00
John P Malcolm	Professional assessment services	\$57,411.58
Joseph Johnson	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$11,472.71
JPE Design Studio Pty Ltd	Professional services for departmental initiatives (Site Feasibility Project)	\$18,550.00
Julia Atkin Pty Ltd	Professional services for departmental initiatives	\$485,993.47
K Welsh & Co Pty Ltd	Professional financial administration services to support Wiltja Residential Program	\$10,746.00
Kantar Public Australia	Professional services for departmental initiatives (Leadership development)	\$56,250.00
Karen Davies	Psychological assessment services	\$166,689.60
Kathryn Cleeves Coccetti	Professional services for departmental initiatives	\$11,985.38

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Contractors	Purpose	\$ Actual payment
	(Temporary relieving teachers for International Students Program)	
Kathryn Entwistle	Professional services for departmental initiatives (Incident management)	\$11,556.63
Kendall Deane	Professional services to support online professional learning	\$11,640.28
Kidsafe SA Inc	Playground safety inspections and workforce training	\$279,739.92
KIK Enterprises	Labour resources	\$104,932.50
Kincentric	Professional services for departmental initiatives (Survey Deployment)	\$236,050.00
KPMG	Professional services for departmental initiatives	\$770,050.75
KPMG	Professional services for departmental initiatives (EdAnalytics Project)	\$625,633.00
KPMG	Professional services for departmental initiatives (Financial analysis)	\$60,779.25
KPMG	Professional services for departmental initiatives (Workforce Management Report)	\$43,275.60
KPMG	Professional services for the Education Management System (EMS) project	\$19,452.00
KPP Ventures Pty Ltd	Labour resources	\$299,767.25
Kristy-Lyn Sinkovic	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$11,016.04

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Contractors	Purpose	\$ Actual payment
KWPX	Professional services for departmental initiatives (Schools wordpress multisite development)	\$15,450.00
Life Without Barriers	Professional services for departmental initiatives (School Retention Program)	\$161,930.85
Luisa Sergi	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$13,571.18
Lumination Pty Ltd	Professional services for department initiatives (Digital strategy)	\$198,965.00
Lyndall Bain	Professional services for departmental initiatives	\$19,995.00
Make Learning Better	Professional services for departmental initiatives (Leader Advisor Program)	\$25,760.50
Manpower Services Aust Pty Ltd	Labour resources	\$66,938.74
Margot Foster Learning Design	Professional services for departmental initiatives (Public Education Purpose Design)	\$54,578.60
Matthew Nairn	Psychological assessment services	\$89,770.76
Maureen Hegarty	Professional services for departmental initiatives (Mathematic - Thinking Maths Program)	\$146,590.00
Max Solutions Pty Ltd	Labour resources	\$343,394.47
Maxima Group Training	Labour resources	\$23,571.51
Maxima Training Group (Aust)	Labour resources	\$83,662.97

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Contractors	Purpose	\$ Actual payment
Megt (Australia) Ltd	Labour resources	\$1,840,791.76
Meld Studios Pty Ltd	Professional services for departmental initiatives	\$25,540.49
Mercer Consulting (Aust) Pty Ltd	Professional services for departmental initiatives (Band A/CSLS Project)	\$145,582.00
Merkle ANZ Pty Ltd	Professional services for departmental initiatives (SalesForce solution architecture)	\$33,000.00
Mesh Learning	Professional services for departmental initiatives (School Retention Program)	\$13,068.23
Micro Focus Australia Pty Ltd	Professional services for departmental initiatives	\$44,697.00
Mindful Pathways Psychological	Psychological assessment services	\$97,517.74
Minerva People Management	Professional services for departmental initiatives (water safety)	\$13,702.50
Mission Australia	Professional services for departmental initiatives (School Retention Program)	\$13,024.99
MTX Australia Pty Ltd	Professional services for departmental initiatives (ICT resources)	\$1,200,329.78
NEC Australia Pty Ltd	Professional services to support ICT delivery (Corporate site upgrades)	\$193,766.85
Nicholas Kingsley	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$13,439.64
North Eastern Metrostars Inc	Professional services for departmental initiatives	\$25,000.00

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Contractors	Purpose	\$ Actual payment
	(South Australian Aboriginal Secondary Training Academy)	
Northern Adelaide Local Health	Labour resources	\$25,000.00
NTT Australia Pty Ltd	Professional services for ICT infrastructure	\$79,366.86
Nuago Pty Ltd	Professional ICT audit services	\$27,861.74
Nutshell Systems Pty Ltd	Professional services for departmental initiatives (edAnalytics)	\$119,575.00
NXT Venture Collective Pty Ltd	Professional services for departmental initiatives (Technical College initiative)	\$50,000.00
Oncall Language Services Pty Ltd	Translation and interpreting services	\$12,188.54
One Solution Mobile & Data	Professional services for ICT communication installation and maintenance	\$36,650.45
Opex Nominees Pty Ltd	Professional services for departmental initiatives (Procurement services)	\$418,111.25
Optus Billing Services Pty Ltd	Professional services to support ICT delivery (ICT and telecommunication expenses)	\$111,343.17
Outsidein Group	Professional assessment services	\$211,552.62
Pauline Carter Educational	Professional services for departmental initiatives (Mathematic - Thinking Maths Program)	\$135,670.00
Paxus Australia Pty Ltd	Labour resources	\$1,661,638.26
Peoplebank Australia Ltd	Labour resources	\$400,990.24

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Contractors	Purpose	\$ Actual payment
Pernix Pty Ltd	Professional Services for Digital Transformation to upgrade Skills information systems	\$93,500.00
Pernix Pty Ltd	Professional services for the Education Management System (EMS) project	\$1,799,335.00
Peter Heydrich	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$12,082.21
Phil Jenkins	Professional services for departmental initiatives (Leader Advisor Program)	\$24,970.00
PricewaterhouseCoopers	Professional services for departmental initiatives (Assurance Governance Review)	\$28,989.82
PricewaterhouseCoopers	Professional services for departmental initiatives (Registered Training Organisation Management Review)	\$49,776.00
PricewaterhouseCoopers	Professional services for departmental initiatives (Technical College Operating Model)	\$50,000.00
PricewaterhouseCoopers	Professional services for Machinery of Government Transition Support.	\$200,717.00
PricewaterhouseCoopers	Professional services for the Education Management System (EMS) project	\$225,682.11
PricewaterhouseCoopers Indigen	Professional services for departmental initiatives (Culturally Responsive Framework)	\$63,571.50

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Contractors	Purpose	\$ Actual payment
Project Green Pty Ltd	Professional services for bushfire safety	\$187,500.00
Promind Psychology	Psychological assessment services	\$90,755.54
Psychmed	Professional assessment services	\$38,754.31
Psychology SA	Psychological assessment services	\$11,160.12
Pushing Performance Pty Ltd	Professional services for departmental initiatives (South Australian Aboriginal Secondary Training Academy)	\$12,963.55
Queensland Children's	Professional services for departmental initiatives	\$12,780.00
Randstad Pty Ltd	Labour resources	\$4,238,533.19
Reconciliation SA Inc	Professional services for departmental initiatives (Reconciliation Action Plan)	\$25,000.00
Recruitment Solutions	Labour resources	\$12,127.07
Resolve Strategy Pty Ltd	Professional services for departmental initiatives	\$27,594.00
Resolve Strategy Pty Ltd	Professional services for departmental initiatives (National Heavy Vehicle Regulator Project)	\$156,082.47
Richard Costi	Professional services for departmental initiatives	\$24,922.00
RKM Consulting Pty Ltd	Professional services for departmental initiatives (Human Resources Management Information System Design)	\$321,036.76
RNTT Pty Ltd	Labour resources	\$107,265.00

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Contractors	Purpose	\$ Actual payment
Robert Eldridge	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$10,807.04
Robert Walters Pty Ltd	Labour resources	\$105,987.77
Robyne Van Dissel	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$10,121.98
Rosato Project Management	Professional services for departmental initiatives	\$222,757.12
RT Consultancy	Professional services for departmental initiatives (Leader Advisor Program)	\$14,586.25
SA E & I Services Pty Ltd	Professional services for ICT communication installation and maintenance	\$11,870.00
SA Netball Assoc Inc	Professional services for departmental initiatives (South Australian Aboriginal Secondary Training Academy)	\$38,636.36
Sammy D Foundation	Professional services for departmental initiatives (School Retention Program)	\$139,520.59
Sarah Mcdonagh	Professional services for departmental initiatives (Oral Reading Fluency program)	\$19,000.00
Sayers Advisory Pty Ltd	Professional services for departmental initiatives (National Project)	\$115,440.00
School Pals	Psychological assessment services	\$25,349.17

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Contractors	Purpose	\$ Actual payment
Schools Ministry Group	National Student Wellbeing Program	\$5,912,712.00
Semaphore Consulting	Professional services for departmental initiatives (A-E data collection)	\$32,750.00
SFDC Australia Pty Ltd	Professional services for departmental initiatives	\$1,184,000.00
Sharon Best	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$11,682.53
Shirley Yates	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$10,682.18
Simfoni Analytics Ltd	Professional services for departmental initiatives (Procurement analytics)	\$50,500.00
Sonder Care	Psychological assessment services	\$74,938.60
Sophie Scott	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$10,986.85
South Australian Public Schools Amateur Sports Association	Labour resources	\$45,199.63
Squiz Australia Pty Ltd	Professional services for departmental initiatives (Student pathways website)	\$25,250.00
Stanislaw Pulgies	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$14,382.23

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Contractors	Purpose	\$ Actual payment
Studio Band Nominees Pty Ltd	Professional services for departmental initiatives (Strategy, Concept and Execution for New Schools)	\$19,760.00
Switch Education Recruitment	Professional services for departmental initiatives (Future Leaders Program)	\$36,470.00
Synergy IQ Pty Ltd	Professional services for departmental initiatives	\$21,750.00
TAFE SA	Professional services for vocational education and training	\$52,200.00
Talent International (SA) Pty Ltd	Labour resources	\$1,438,206.06
Talk Speech Pathology	Professional assessment services	\$35,393.35
Taysols Pty Ltd	Professional services for departmental initiatives (Financial Consolidation Project)	\$18,210.72
Telethon Kids Institute	Professional services for departmental initiatives (validating wellbeing and engagement tools)	\$28,779.40
Telstra Corporation Ltd	Professional services to support ICT delivery (ICT and telecommunication expenses)	\$77,109.41
Terry Sizer	Professional services for departmental initiatives (Leader Advisor Program)	\$21,685.00
The Benevolent Society	Professional assessment services	\$27,778.89
The Eventful Learning Co	Professional services for departmental initiatives (Public Education Purpose Design)	\$12,000.00

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Contractors	Purpose	\$ Actual payment
The Learning First Group Pty Ltd	Professional services for departmental initiatives (Australian Curriculum Project)	\$132,000.00
The Martins Family Trust	Professional services for departmental initiatives	\$37,545.00
Transcript Divas Australia	Translation and interpreting services	\$12,232.78
Translation Consultants	Translation and interpreting services	\$15,483.44
Turner & Townsend Pty Ltd	Professional services for departmental initiatives (Procurement Modernisation Program)	\$217,440.00
Turner Townsend Thinc Pty Ltd	Professional services for departmental initiatives (DFE modular review)	\$153,773.00
Unified Solutions Group Pty	Professional services for ICT Infrastructure in Schools	\$402,954.99
Uniting Country SA Ltd	Professional services for departmental initiatives (School Retention Program)	\$445,038.85
University Of Melbourne	Professional services for departmental initiatives	\$22,185.00
University Of New England	Professional services for departmental initiatives (QuickSmart Numeracy Program)	\$182,450.00
Vicki Baylis Consulting	Services to support National Project	\$39,950.12
Vincent Raymond Riviere	Professional assessment services	\$14,325.29
Vivienne Wright	Professional services for departmental initiatives (Leader Wellbeing Program)	\$14,400.00

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Contractors	Purpose	\$ Actual payment
Whitelion Youth Agency Ltd	Professional services for departmental initiatives (School Retention Program)	\$278,009.06
Women's & Children's Hospital	Professional services for departmental initiatives (Early learning strategy)	\$137,703.00
Work Health Consulting Australia Pty Ltd	Professional assessment services	\$11,752.59
XMPLIFY Pty Ltd	Professional services for ICT communication installation and maintenance	\$22,233.75
Xtreme Kites & Paddle	Professional services for departmental initiatives (School Aquatics Program)	\$105,942.71
Yellow Cabs South Australia	Professional services for school bus contracts	\$481,533.41
Your Dream Inc	National Student Wellbeing Program	\$406,200.00
Zed Management Consulting	Professional services for departmental initiatives (Data analytics)	\$125,077.08
Zed Management Consulting	Professional services to support delivery of National Assessment Program Literacy and Numeracy (NAPLAN)	\$377,291.45
	Total	\$59,844,442.25

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/contractors-reporting-by-the-department-for-education>

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.](#)

Other information

Nil to report.

Risk management

Risk and audit at a glance

The Audit and Risk Committee (ARC) provides independent advice to the Chief Executive and the Senior Executive Group on the department's risk, control and compliance framework, and its external accountability responsibilities.

The ARC comprises three members from senior management and three independent external members. Representatives of the Auditor-General's Department attend as observers. The committee met on five occasions during 2023.

During 2023, the ARC has focused on the following matters:

- Corporate governance and risk management frameworks
- External accountabilities and financial legislative compliance
- Internal audit coverage and review of significant issues identified in audit reports and actions taken
- External audit oversight of implementation and actions taken to address issues raised in Auditor General's audit reports.

Fraud detected in the agency

Category/nature of fraud	Number of instances
Maladministration	4
Misconduct	4
Corruption	-

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

Strategies implemented to control and prevent fraud

The Department for Education is committed to maintaining a working environment free of fraud and corrupt behaviour and prompts this position through the department's fraud and corruption control policy and framework. The policy and framework articulates the department's prevention, detection and response strategies and provides the processes for managing suspected and/or actual fraud or corruption.

Fraud control risks are reviewed and assessed annually to ensure that processes are in place to adequately manage potential fraud risks.

Any instances of misconduct are treated seriously by the department, and where these occur, prompt action is taken to ensure that they are thoroughly investigated and that those responsible are held to account.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/fraud-detected-in-the-department-for-education>

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*:

1

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/public-interest-disclosure-for-the-department-for-education>

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

Reporting required under the *Carers' Recognition Act 2005*

The Department for Education supports carers who are employees and students.

Awareness: There is a system to ensure all management, staff, volunteers, parents and students have an understanding of the Act and Carers Charter.

Consultation: There is a system to ensure consultation with carers, or persons or bodies that represent carers, in the development and review of human resource department plans, policies, procedures and practice.

Practice: There is a system to ensure the principles of the Carers Charter are reflected in human resource department practices.

Public complaints

Number of public complaints reported

The following is a summary of the public complaints managed by Customer Feedback about schools and preschools.

Complaint categories	Sub-categories	Example of customers perception	Number of Complaints 2023
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	188
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	179
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	8
Communication	Communication quality	Inadequate, delayed or absent communication with customer	99
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	16
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	53
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	40
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	145
Policy	Policy content	Policy content difficult to understand; policy	32

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Complaint categories	Sub-categories	Example of customers perception	Number of Complaints 2023
		unreasonable or disadvantages customer	
Service quality	Information	Incorrect, incomplete, out-dated or inadequate information; not fit for purpose	14
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	7
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	4
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	152
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	85
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	18
		Total	1,041

Note: complaint categories are determined through a Root Cause Analysis (RCA) methodology used across the public sector. The category is largely based on the perception of the complainant when they make the complaint but is also reviewed by a complaints officer when the case is closed to ensure it is consistent with the definition of the category.

Additional Metrics	Total
Number of positive feedback comments	26
Number of negative feedback comments	225
Total number of feedback comments*	251
% complaints resolved within policy timeframes	96%

**Feedback is a comment or opinion that does not require action in relation to a service or decision made by the department and/or school/preschool.*

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/public-complaints-received-by-the-department-for-education>

Service Improvements

Aligned with PC039 – *Complaint Management in the South Australian Public Sector*, the complaint management system (CMS) drives improvement through data capture, analysis and reporting to inform service improvements across the system.

During 2023, the department made several business improvements including:

- Adding additional functions to the complaint management system to improve data collection and management of cases. This includes the ability to link related cases/matters to ensure a fuller understanding of the circumstances and to improve response times and outcomes.
- Creating a new online complaint submission form that provides greater guidance and information to the customer when they lodge a complaint.
- Continuous improvement to the suite of quarterly/monthly reports to ensure issues of concern are raised with relevant divisions/executives as they arise to mitigate risk.

Site (school) business improvements resulting from complaints/feedback included:

- Reviews and updates to a number of local school policy/practices where complaints have occurred about medication management, first aid, staff supervision hours, communication practices, privacy sharing, behaviour management, reporting procedures and incident records.
- A number of schools refining their practice to more closely align with policy requirements. This includes recording critical incidents, documentation for suspension/exclusion, enrolment policies, camps and excursion procedures (use of equipment during fire season) and improved detail when recording site incidents on the department incident management system.
- Two incident management department policies reviewed, edited and updated as a result of incident management complaints to make actions clearer to the user.
- Refresher training and professional development undertaken by specific sites (3) to refresh staff knowledge and expertise in areas such as medication practices, Inclusive Education Support Program (IESP) applications in writing One Plans and maintenance inspections on playground equipment.

Compliance Statement

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

Appendix: Audited financial statements 2022-23