

**OFFICIAL**



**Government  
of South Australia**

**TANDANYA**  
**National Aboriginal Cultural Institute**  
**2020-21 Annual Report**

**TANDANYA NATIONAL ABORIGINAL CULTURAL INSTITUTE**

253 Grenfell Street ADELAIDE SA 5000

[www.tandanya.com.au](http://www.tandanya.com.au)

Contact phone number: 08 8224 3200

Contact email: [web@tandanya.com.au](mailto:web@tandanya.com.au)

ISSN: 2207/-0109

Date presented to Minister: 30 September 2021

**OFFICIAL**

**OFFICIAL**

2020-21 ANNUAL REPORT for TANDANYA National Aboriginal Cultural Institute

To:

The Honourable Steven Marshall MP  
Premier of South Australia

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

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

Submitted on behalf of TANDANYA National Aboriginal Cultural Institute by:

KIRSTIE PARKER

Interim Chief Executive Officer

Date 29 September 2021

Signature



## From the Deputy Chairperson



Together, we respect the Kurna people's cultural authority over, and responsibility for, the land upon which TANDANYA National Aboriginal Cultural Institute was established 31 years ago and understand that Kurna spiritual, social and cultural beliefs and practices are as important today as ever.

I'm proud to present this report for TANDANYA for the 2020-21 financial year. It's an honour to help lead this, the oldest First Nations owned and run multi-purpose centre of its kind in Australia.

Much has been said about the global impact of the COVID-19 pandemic. To date, the threat of COVID-19 has largely been characterised as a physical one, ultimately to life itself. And certainly, our communities are amongst the most vulnerable for many reasons. But the threat of COVID-19 to First Nations cultures and, with it, our spiritual health can't be under-estimated or wished away. It is a 'sleeper' issue with potentially far-reaching implications for our communities and the First Nations arts and cultural sector in which TANDANYA plays a vital role.

Cultural strength and preservation can provide a different kind of 'shot in the arm'. Just as it has sustained First Nations people and communities for millennia, it will help to future-proof us against known and still-developing threats.

In short, culture hasn't and cannot be cancelled.

In terms of changes to TANDANYA's Board, four new members came on following a Special General Meeting held on 1 April 2021; three (Trevor Jamieson, myself and Arrin Hazelbane) who were appointed by the Minister for the Arts and one (Charlotte Coulthard-Dare) elected as a community representative. At a Board meeting immediately following the Special General Meeting, Mr Jamieson was elected as Chairperson, I was elected as Deputy Chairperson, Mr Hazelbane as Treasurer, and Diat Alferink as Secretary. There were three resignations, i.e. Mr Jamieson on 30 June, Ms Coulthard-Dare on 2 July, and Mr Hazelbane on 19 July. We thank them for their contributions. The casual vacancies created by Mr Jamieson and Mr Hazelbane's departures were filled in the new financial year by Jacqui Flynn and Pat Waria-Read.

Not long before the end of the financial year, the Board commenced work on TANDANYA's 2021-24 Strategic Plan. That plan has since been finalised and has culture, connection and community at its heart. Our communities, organisations and other stakeholders will help us to realise its ambition.

In partnership with the Australian Government under the Adelaide City Deal, the SA Government is planning to open in 2025 an Aboriginal Art and Cultures Centre (AACC) at Lot Fourteen, little more than a stone's throw from our place. As a key

Aboriginal community stakeholder, TANDANYA is exploring opportunities and seeking greater clarity around the potential relationship between our entities and, ultimately, formal agreement. The Board believes TANDANYA and the AACC should be different but complementary – owning our respective strengths and accountabilities but with fortunes and successes that are linked. This and increased funding and other support for TANDANYA will help to ensure that First Nations artistic and cultural expression and aspirations flourish.

I conclude with thanks to all of our stakeholders, especially First Nations people, organisations and communities; the Members and Friends of TANDANYA; our partners and sponsors; our audiences, visitors and customers; our mighty staff team; and, lastly, my fellow Board members.

Without the hard work and passion of all these, TANDANYA simply would not be.

Our collective enabling of deeper, more respectful and meaningful relationships is nation building work, in every sense.



Dr Ali Gumillya Baker  
**Deputy Chair**  
TANDANYA National Aboriginal Cultural Institute

## From the Interim Chief Executive



I begin by acknowledging Kurna *meyunna* and Kurna *yarta*; the Kurna people and their traditional lands – the Adelaide Plains – upon which TANDANYA is situated. Acknowledgment and respect are also extended to all other First Nations people and communities throughout Australia, many of whom have enduring relationships with Tandanya.

As it did people, organisations and communities the world over, 2020-21 tested TANDANYA.

Our operations and consequently our financial position were heavily impacted, especially given our closure for a six-month period straddling the 2019-20 and 2020-21 financial years. People ventured out into public spaces much less often and, when they did, with trepidation. This in turn challenged our self-generated income streams of exhibition, retail and café sales and venue hire. Survival mode continues to require deft management of restrictions, e.g. accounting for reductions in visitor and audience capacity, and connecting through new modes like live streaming and videoconferencing.

We have appreciated the ongoing support of the South Australian Government through the Department of the Premier and Cabinet. Wage subsidies accessed for a period under the Australian Government's JobKeeper program also proved invaluable, enabling us to retain and support our staff team to a greater extent than would have been possible otherwise. And, of course, we glean enviable benefit from our iconic site owned by the Aboriginal Lands Trust.

For all of its challenges, 2020-21 was still a triumph for TANDANYA in terms of artistic and cultural excellence and output. There were some 'sweet spots' during the pandemic when we were able to throw open our doors and welcome people into our spaces, e.g. resumption in October of our milestone 30<sup>th</sup> anniversary celebrations, well-attended Survival Day and NAIDOC events, our second trailblazing TANDANYA First Nations Hub during the 2021 Adelaide Fringe Festival (attracting nearly 5500 people over a three week period), the remarkable *Our Story* exhibition featuring two giant Aboriginal sand paintings, and the unveiling in June of a four-part mural of legendary actor David Gulpilil on our eastern external wall.

We also enhanced our site and offerings to stakeholders and audiences through, for example, upgrade of technology and installation of retractable raked seating in the Tandanya Theatre and the Tandanya Café pivoting more towards catering services that proved popular, particularly during NAIDOC Week and National Reconciliation

**OFFICIAL**

2020-21 ANNUAL REPORT for TANDANYA National Aboriginal Cultural Institute  
Week. And we developed an online retail presence for our Gallery Shop that will be activated soon, thus increasing opportunities and income to our network of artists and suppliers and, of course, customers looking for high quality, authentic First Nations products.

Perhaps we're not yet through the worst of things – the pandemic is clearly not going away any time soon – but we're proud of TANDANYA's achievements during 2020-21 and intend to continue building, not just surviving but thriving.



Kirstie Parker  
**Interim Chief Executive**  
TANDANYA National Aboriginal Cultural Institute

**Contents**

**Overview: about TANDANYA ..... 8**

    Our strategic focus ..... 8

    Our organisational structure ..... 9

        Changes to TANDANYA ..... 9

    Our Minister ..... 9

    Our Executive team ..... 10

    Legislation administered by TANDANYA ..... 10

**TANDANYA’s performance ..... 11**

    Performance at a glance ..... 11

    Agency contribution to whole of Government objectives ..... 11

    Agency specific objectives and performance ..... 12

    Employment opportunity programs ..... 12

    Work health, safety and return to work programs ..... 13

    Executive employment in TANDANYA ..... 14

**Financial performance ..... 15**

    Financial performance at a glance ..... 15

    Consultants disclosure ..... 15

    Contractors disclosure ..... 16

**Risk management ..... 18**

    Risk and audit at a glance ..... 18

    Fraud detected in TANDANYA ..... 18

    Strategies implemented to control and prevent fraud ..... 18

**Reporting required under any other act or regulation ..... 19**

    Reporting required under the *Carers’ Recognition Act 2005* ..... 19

**Public complaints ..... 20**

    Number of public complaints reported ..... 20

    Additional Metrics ..... 21

    Service Improvements ..... 22

    Compliance Statement ..... 22

**Appendix: Audited financial statements 2020-21 ..... 23**

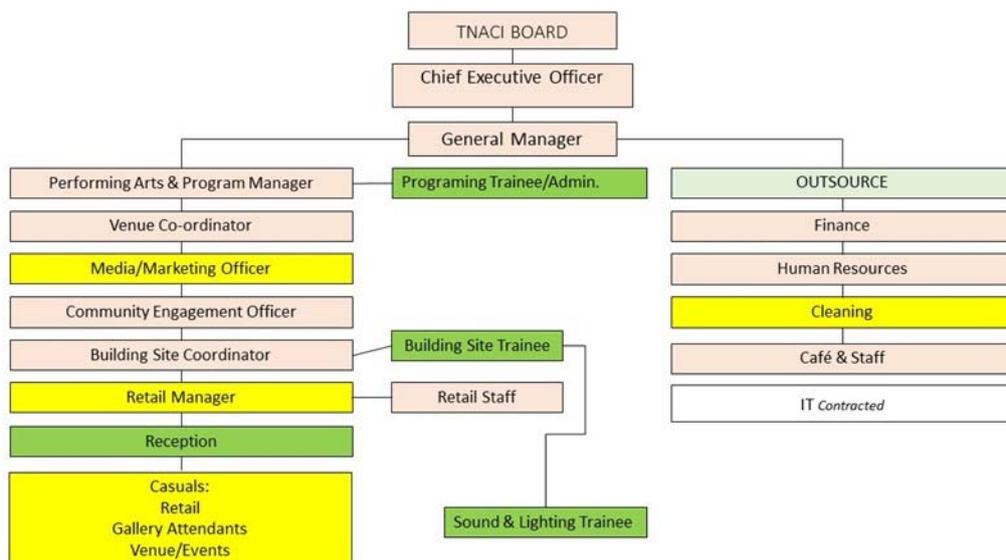
## Overview: about TANDANYA

### Our strategic focus

<p><b>Our Purpose</b></p>	<p>TANDANYA National Aboriginal Cultural Institute's purpose includes:</p> <p>Showcase the vibrancy and raise awareness of the diversity of Aboriginal and Torres Strait Islander arts and culture.</p> <p>Facilitate community cultural development, maintenance, and presentation of art, culture and activities that contribute to the social, economic and cultural advancement of Aboriginal and/or Torres Strait Islander peoples.</p> <p>Be economically viable by strengthening our relationships and building partnerships with the Australian and South Australian Governments and their agencies, local government, non- government organisations and private enterprise.</p> <p>Advance the principles of Reconciliation through culturally appropriate teaching and learning about Aboriginal and Torres Strait Islander cultures, arts, histories, and heritage.</p> <p>Promote employment and career opportunities for Aboriginal and/or Torres Strait Islander people in the arts and cultural sector.</p> <p>Maintain workplace standards that are safe, productive and nurture positive growth.</p> <p>TANDANYA's objectives and artistic programming aims to create opportunities that ultimately have a positive effect on the overall wellbeing of Aboriginal and/or Torres Strait Islander people. The promotion and support of cultural expression, cultural maintenance, and cultural identity represents core identified community needs for Aboriginal and/or Torres Strait Islander people. Emotional, spiritual, and physical well-being is innately connected to cultural identity – and identity is expressed through cultural practices. Aboriginal and Torres Strait Islander communities and/or individual artists have limited opportunity to present and promote work produced in an environment in which cultural practices and identity are being supported. Through supporting cultural expression through the arts, the expression of heritage, identity and relationship to country is empowered. All activities, both operational and artistic have core objectives of ensuring:</p> <ol style="list-style-type: none"> <li>1. Inclusion and recognition.</li> <li>2. Development, production and showcasing arts</li> </ol>
---------------------------	---

	<p>and cultural practices.</p> <p>3. Expanded public awareness supported by marketing and communication.</p> <p>4. Increased potential to generate earnings.</p>
<b>Our Vision</b>	The National Aboriginal Cultural Institute – TANDANYA is recognised as the leading multi-arts and cultural base that creates understandings of Aboriginal and Torres Strait Islander cultures through artistic expression, participation and interaction.
<b>Our Values</b>	The National Aboriginal Cultural Institute – TANDANYA is a catalyst for fostering, in a culturally appropriate way, an increased level of understanding and respect for Aboriginal and Torres Strait Islander arts, cultures, histories and heritage.

### Our organisational structure



### Changes to TANDANYA

During 2020-21, there were no changes to TANDANYA’s structure and objectives as a result of internal reviews or machinery of government changes.

### Our Minister

The Hon Steven Marshall MP is the Premier of South Australia. The Minister oversees:

- Aboriginal Affairs and Reconciliation
- Defence and Space Industries
- Tourism
- The Arts
- Veterans' Affairs
- Multicultural Affairs

**Our Executive team**

DATE	EXECUTIVE NAME	ROLE
01/07/20- 25/06/21	Dennis Stokes	Chief Executive Officer
01/07/20-30/06/21	Gemma Page	General Manager
*26/07/21-current	Kirstie Parker	Interim Chief Executive Officer

**Legislation administered by TANDANYA**

N/A

## TANDANYA's performance

### Performance at a glance

COVID closure: 15 March – 1 October 2020

During COVID closure, produced *303030* and *Still Stylin'* short films

Maintained permanent teamwork from home (JobKeeper)

Resurfaced gallery floors

On 1 October, re-opened with the ANTWENGERRP exhibition which included works from Utopia artists involved in the first ever exhibition at TANDANYA

Winter Wonderland ACC Christmas Program and Acoustic Sessions

Survival Day event on site at reduced (COVID response) capacity of 990 pax.

Staged the acclaimed TANDANYA First Nations Hub during the 2021 Adelaide Fringe Festival, with increased audience and artists engaged despite the pandemic

### Agency contribution to whole of Government objectives

TANDANYA contributed to the arts, culture, employment, social wellbeing and inclusion sectors in the past year through engagement, creation and innovation leading the way in First Nations and community involvement, and giving Indigenous local and national artists economic and career-building opportunities through events. TANDANYA also supported local Indigenous businesses by contracting their services at the Institute.

Key objective	Agency's contribution
More jobs	Where budget did not extend to full time positions, part time or casual arrangements and traineeships with a focus on Aboriginal and/or Torres Strait Islander employment were utilised. This applied to café service, gallery attendants, and front of house. Human resources, legal, marketing and communications, and graphic design was outsourced.
Lower costs	Strategy encompassing salary savings, modified roles, multi-tasking and job-sharing, waste reduction, recycling, up-cycling, venue hire initiatives, in-kind support and other collaboration. Sunday trading was paused.
Better Services	Delivered an expanded/broader spectrum of local, regional and remote, South Australian and national visual arts exhibitions and other activities, performing arts programming, community engagement, education activities, workshops and other events. Increased marketing, publications and signage, re-development of the website and development of an online shop.

**Agency specific objectives and performance**

The objectives of TANDANYA include creating employment and training opportunities for the Indigenous community, promoting visual and performing arts opportunities for artists, economic development, education, and social inclusion.

Agency objectives	Indicators	Performance
Visual Arts Performing Arts Community Engagement Gallery Shop Inclusion	<ul style="list-style-type: none"> <li>• Visitation</li> <li>• Number and diversity of exhibitions, festivals and other events</li> <li>• Community driven projects</li> <li>• Educational opportunities</li> <li>• Level of support and exposure achieved for Aboriginal and/or Torres Strait Islander artists</li> </ul>	Effective and Efficient
First Nations Fringe Hub	<ul style="list-style-type: none"> <li>• Attendance</li> <li>• Quality of programming</li> <li>• Audience diversity (both new and returning)</li> <li>• Community driven projects</li> <li>• Level of support and exposure achieved for Aboriginal and/or Torres Strait Islander artists</li> </ul> <p>Second year of self-produced rather than venue-for-hire to non-Indigenous companies or non-Indigenous performers.</p>	Effective and Efficient

**Employment opportunity programs**

Program name	Performance
Nil to report	Nil to Report

**Work health, safety and return to work programs**

<b>Program name</b>	<b>Performance</b>
Employee Assistance Program	External Staff Support

<b>Workplace injury claims</b>	<b>Current Year 2020-21</b>	<b>Past Year 2019-20</b>	<b>% Change (+ / -)</b>
Total new workplace injury claims	0	0	0
Fatalities	0	0	0
Seriously injured workers*	0	0	0
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	0	0	0

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

<b>Work health and safety regulations</b>	<b>Current Year 2020-21</b>	<b>Past Year 2019-20</b>	<b>% Change (+ / -)</b>
Number of notifiable incidents ( <i>Work Health and Safety Act 2012, Part 3</i> )	0	0	0
Number of provisional improvement, improvement and prohibition notices ( <i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i> )	0	0	0

<b>Return to work costs**</b>	Current Year 2020-21	Past Year 2019-20	% Change (+ / -)
Total gross workers compensation expenditure (\$)	0	0	0
Income support payments – gross (\$)	0	0	0

*\*\*before third party recovery*

Data for previous years is available at:

[https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner\\_span=True](https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner_span=True)

### **Executive employment in TANDANYA**

<b>Executive classification</b>	<b>Number of executives</b>
CEO	1
General Manager	1

Data for previous years is available at:

[https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner\\_span=True](https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner_span=True)

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 TANDANYA. The information is unaudited. Full audited financial statements for 2020-2021 are attached to this report.

<b>Statement of Comprehensive Income</b>	<b>2020-21 Budget \$000s</b>	<b>2020-21 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2019-20 Actual \$000s</b>
Total Income	1,774	1,629	(145)	1,734
Total Expenses	1,744	1,980	(236)	1,774
<b>Net Result</b>	<b>30</b>	<b>(351)</b>	<b>(381)</b>	<b>(40)</b>
<b>Total Comprehensive Result</b>	<b>30</b>	<b>(351)</b>	<b>(381)</b>	<b>(40)</b>

<b>Statement of Financial Position</b>	<b>2020-21 Budget \$000s</b>	<b>2020-21 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2019-20 Actual \$000s</b>
Current assets	428	428	0	733
Non-current assets	1,225	1,225	0	1,147
<b>Total assets</b>	<b>1,653</b>	<b>1,653</b>	<b>0</b>	<b>1,880</b>
Current liabilities	395	335	0	197
Non-current liabilities	68	68	0	82
<b>Total liabilities</b>	<b>463</b>	<b>403</b>	<b>0</b>	<b>279</b>
<b>Net assets</b>	<b>1,190</b>	<b>1,250</b>	<b>0</b>	<b>1,601</b>
<b>Equity</b>	<b>1,190</b>	<b>1,250</b>	<b>0</b>	<b>1,601</b>

### Consultants disclosure

The following is a summary of external consultants that have been engaged by TANDANYA, 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

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
<b>Various</b>	Various	10,520
	Total	10,520

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

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Basso Newman	Accounting Fees 2020/2021 FY – accounting services in place of on-site Finance Officer	88,000
People Vision / Employment Innovations	HR Consultant Fees in place of on-site HR Officer	28,664
Moore Stephen	Annual Audit & Interim Audit	13,970
	Total	130,634

Data for previous years is available at [https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner\\_span=True](https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner_span=True)

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 TANDANYA, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

**Contractors with a contract value below \$10,000**

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Various	Various	75,224
	Total	75,224

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

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Mosaic Audio Visual P/L	Audio and Visual Hire	32,250
Oconics	IT Consultants	21,495

**OFFICIAL**

2020-21 ANNUAL REPORT for TANDANYA National Aboriginal Cultural Institute

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Australian Green Clean	Cleaning Services	19,170
RNW Fire Services	Fire Maintenance	16,113
Visualcom	Signage and printed content	15,388
Michael Miller	Consultant – Visual Arts, Café and General Asst.	14,400
Air System Solution	AC Repairs and maintenance	13,973
	Total	132,789

Data for previous years is available at [https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner\\_span=True](https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner_span=True)

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

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

## Risk management

### Risk and audit at a glance

#### Fraud detected in TANDANYA

Category/nature of fraud	Number of instances
N/A	0

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

#### Strategies implemented to control and prevent fraud

TANDANYA ensures that all staff are aware of their obligations to help prevent inappropriate activity. Strategies implemented to control and prevent fraud include:

- Policies and procedures available online and accessible by all staff 24/7 via Employment Hero Platform
- Conflict of Interest Register for staff and TANDANYA Board
- Declaration of gifts received or offered to staff and vice versa
- Dual signatories for financial transactions
- Accounts payable to be informed in writing i.e. email of payments
- Regular finance meetings between TANDANYA Executive, Accountants and Board Treasurer
- Reduced credit card use
- Abolish Petty Cash
- Accountant and Bookkeeper offsite

Data for previous years is available at: [https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner\\_span=True](https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner_span=True)

#### Public interest disclosure

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

N/A

Data for previous years is available at: [https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner\\_span=True](https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner_span=True)

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**

<b>Act or Regulation</b>	<b>Requirement</b>
N/A	N/A

**Reporting required under the *Carers' Recognition Act 2005***

N/A

## Public complaints

### Number of public complaints reported

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2020-2021</b>
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2020-2021</b>
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	0
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	2
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	2
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	4
		<b>Total</b>	<b>8</b>

<b>Additional Metrics</b>	<b>Total</b>
Number of positive feedback comments	325
Number of negative feedback comments	8
Total number of feedback comments	0
% complaints resolved within policy timeframes	100

Data for previous years is available at: [https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner\\_span=True](https://data.sa.gov.au/data/dataset/tandanya-annual-reporting-regulatory-data/resource/99336ac0-6028-4685-8e9e-4690625c6a8a?inner_span=True)

**Service Improvements**

Weekly staff meetings ensuring staff are aware of all program activities Online exhibitions – Virtual gallery tours uploaded to website New raked seating bank to allow rapid theatre conversion Cultural awareness training Staff uniforms Increased activity on social media Publicity reporting Café open for year-round trade
--

**Compliance Statement**

N/A

TANDANYA is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	N/A
TANDANYA has communicated the content of PC 039 and Tandanya’s related complaints policies and procedures to employees.	N/A