

Press Release

FOR IMMEDIATE RELEASE

Anti-Discrimination Commissioner Resolves to Fight Injustice

MELBOURNE – 03 March 2011

The Office of the Anti-Discrimination Commissioner (OADC) in Tasmania has moved to improve its service delivery by implementing Resolve to manage its complaints.

Replacing an existing complaints management system, Resolve will provide the OADC with the flexibility and functional capabilities it requires now, with the adaptability to grow with changing business needs. Key areas of functionality such as standardised letter and email templates, flexible reporting and customisable workflows will be delivered as part of this project.

The OADC aims to provide individuals and groups with the opportunity to resolve grievances through an independent body, which acts at all times with impartiality and integrity. These grievances may be in relation to issues such as employment, education and training, provision of facilities, goods and services, accommodation, and the administration of any law of State.

Well established in the ICT industry, Resolve is currently utilised in several Government departments within Tasmania, and will be a good fit with the OADC to meet its complaints management requirements.

ABOUT RESOLVE: Established in 1994, Resolve is an Australian owned and operated global provider of workflow management solutions – be that case management, complaints, feedback, membership, and other similar applications. Resolve is a flexible and powerful application that has captured the attention of a wide user base including utilities, FMCG, automotive, health and transport industries, and is used as core business system by numerous Government Departments and Ombudsman's Offices across Australia and abroad. Resolve has a single purpose to deliver flexible solutions that meet its customers' requirements.

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