

30 June 2023

## Key Performance Indicators

### Certification of Key Performance Indicators

For year ended 30 June 2023

I hereby certify that the key performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Parliamentary Commissioner for Administrative Investigations' performance, and fairly represent the performance of the Parliamentary Commissioner for Administrative Investigations for the financial year ended 30 June 2023.



Chris Field PSM

**Accountable Authority**

15 August 2023

## Key Performance Indicators

The *Parliamentary Commissioner Amendment (Reportable Conduct) Act 2022* received Royal Assent on 19 August 2022. The Act amends the *Parliamentary Commissioner Act 1971* and establishes a legislated Reportable Conduct Scheme in Western Australia. The Ombudsman's Outcome Based Management structure, including Key Performance Indicators, has been revised to include the Reportable Conduct Scheme. The Scheme commenced on 1 January 2023.

## Key Effectiveness Indicators

The desired outcome for the Parliamentary Commissioner for Administrative Investigations (**the Ombudsman**) is:

*The public sector of Western Australia is accountable for, and is, improving the standard of administrative decision making and practices, and relevant entities are accountable for, and are, preventing, notifying and dealing with reportable conduct.*

### Key Performance Indicators

Key Indicators	Effectiveness	2018-19	2019-20	2020-21	2021-22	2022-23 Target	2022-23 Actual
Where the Ombudsman made recommendations to improve practices or procedures, the percentage of recommendations accepted by agencies (a)		100%	100%	100%	100%	100%	100%
Number of improvements to practices or procedures as a result of Ombudsman action (b)		83	72	109	57	100	75
Where the Ombudsman made recommendations regarding reportable conduct, the percentage of recommendations accepted by relevant entities (c)		Not applicable - the new Reportable Conduct function commenced on 1 January 2023					Not applicable
Number of actions taken by relevant entities to prevent reportable conduct (d)		Not applicable - the new Reportable Conduct function commenced on 1 January 2023					26

- For public authority responses each year, the percentage of recommendations and suggestions relating to improved practices and procedures that were accepted by the public authority.
- For public authority responses each year, the number of recommendations and suggestions relating to improved practices and procedures that were accepted by the public authority.
- For relevant entity responses each year, the percentage of recommendations regarding reportable conduct that were accepted by the relevant entity.
- For relevant entity responses each year, the number of actions to prevent reportable conduct taken by relevant entities as a result of the Ombudsman's involvement.

## Comparison of Actual Results and Budget Targets

Public authorities have accepted every recommendation made by the Ombudsman, matching the actual results of the past four years and meeting the 2022-23 target.

In 2007-08, the office of the Ombudsman (**the Office**) commenced a program to ensure that its work increasingly contributed to improvements to public administration.

The 2022-23 actual number of improvements to practices and procedures of public authorities as a result of Ombudsman action (75) differs from the 2022-23 target (100) and the 2021-22 actual (57) as there are fluctuations in improvements from year to year, related to the number, nature and outcomes of investigations finalised by the Office in any given year.

On 1 January 2023, the Ombudsman commence a new function to undertake the Reportable Conduct Scheme (**the Scheme**). Accordingly, there was no 2022-23 Target for the Key Effectiveness Indicator 'Number of actions taken by relevant entities to prevent reportable conduct'. There were no Recommendations made in the first six months of the operation of the Scheme and, as such, the Key Effectiveness Indicator, 'Where the Ombudsman made recommendations regarding reportable conduct, the percentage of recommendations accepted by relevant entities' is not applicable.

## Key Efficiency Indicators

The Ombudsman's Key Efficiency Indicators relate to the following service:

*Resolving complaints about the decision-making of public authorities, improving the standard of public administration, and to oversee and monitor that relevant entities are accountable for, and are, preventing, notifying and dealing with Reportable Conduct.*

Key Efficiency Indicators	2018-19	2019-20	2020-21	2021-22	2022-23 Target	2022-23 Actual
Percentage of allegations finalised within three months	95%	95%	96%	97%	<b>95%</b>	<b>96%</b>
Percentage of allegations finalised within 12 months	100%	100%	100%	100%	<b>100%</b>	<b>100%</b>
Percentage of allegations on hand at 30 June less than three months old	91%	92%	87%	96%	<b>90%</b>	<b>93%</b>
Percentage of allegations on hand at 30 June less than 12 months old	98%	99%	100%	100%	<b>100%</b>	<b>100%</b>
Average cost per finalised allegation (a)	\$1,895	\$1,858	\$1,885	\$1,749	<b>\$1,890</b>	<b>\$1,547</b>
Average cost per finalised notification of death (b)	\$17,816	\$17,926	\$17,565	\$17,097	<b>\$17,500</b>	<b>\$8,415</b>
Average cost per notification of reportable conduct (c)	Not applicable - the new Reportable Conduct function commenced on 1 January 2023					<b>\$6,027</b>
Cost of monitoring and inspection functions (d)	\$415,648	\$408,008	\$407,486	\$516,576	<b>\$767,000</b>	<b>\$735,183</b>

- a) This is the cost of complaint resolution services divided by the number of allegations finalised.
- b) This is the cost of undertaking the death review function divided by the number of notifications finalised.
- c) This is the cost of reportable conduct services divided by the number of notifications received.
- d) This is the cost of monitoring and inspection functions under relevant legislation.

## Comparison of Actual Results and Budget Targets

The 2022-23 actual results for all Key Efficiency Indicators met or exceeded the 2022-23 target. Overall, 2022-23 actual results represent sustained efficiency of complaint resolution over the last five years, including that since 2007-08, the efficiency of complaint resolution has improved significantly with the average cost per finalised allegation reduced by a total of 47% from \$2,941 in 2007-08 to \$1,547 in 2022-23.

The 2022-23 actual average cost per finalised notification of death (\$8,415) is lower than the 2022-23 target (\$17,500) and the 2021-22 actual (\$17,097) as a result of the Ombudsman commencing a new jurisdiction to review all child deaths that occur in Western Australia. In 2022-23, the office of the Ombudsman finalised a number of notifications received since the commencement of this expanded child death review function. This resulted in an increase in the number of notifications finalised in 2022-23, and a subsequent reduction in the average cost per notification.

The 2022-23 actual cost of monitoring and inspection functions (\$735,183) is higher than the 2021-22 actual (\$516,576) as a result of the commencement of, and funding for, a new function for the Ombudsman under amendments to the *Liquor Control Act 1988*.