



Summary of Performance

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 Ombudsman aims to improve decision making and administrative practices in public authorities as a result of complaints handled by the Office, reviews of certain child deaths and family and domestic violence fatalities and own motion investigations. Improvements may occur through actions identified and implemented by agencies as a result of the Ombudsman's investigations and reviews, or as a result of the Ombudsman making specific recommendations and suggestions that are practical and effective.

Key Effectiveness Indicators are the percentage of these recommendations and suggestions accepted by public authorities and the number of improvements that occur as a result of Ombudsman action.

The Key Effectiveness Indicators now also include the percentage of recommendations and suggestions accepted by relevant entities under the Reportable Conduct Scheme and the number of actions taken by relevant entities to prevent reportable conduct.

Key Effectiveness Indicators	2021-22 Actual	2022-23 Target	2022-23 Actual	Variance from Target
Where the Ombudsman made recommendations to improve practices or procedures, the percentage of recommendations accepted by agencies	100%	100%	100%	Nil
Number of improvements to practices or procedures as a result of Ombudsman action	57	100	75	-25
Where the Ombudsman made recommendations regarding reportable conduct, the percentage of recommendations accepted by relevant entities	Not applicable - the new Reportable Conduct function commenced on 1 January 2023		Not applicable	Not applicable
Number of actions taken by relevant entities to prevent reportable conduct	Not applicable - the new Reportable Conduct function commenced on 1 January 2023		26	Not applicable

Another important role of the Ombudsman is to enable remedies to be provided to people who make complaints to the Office where service delivery by a public authority may have been inadequate. The remedies may include reconsideration of decisions, more timely decisions or action, financial remedies, better explanations and apologies. In 2022-23, there were 273 remedies provided by public authorities to assist the individual who made a complaint to the Ombudsman.

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 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 commenced 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 Key Efficiency Indicators relate to timeliness of complaint handling, the cost per finalised allegation about public authorities, the cost per finalised notification of child deaths and family and domestic violence fatalities, the cost per notification of reportable conduct, and the cost of monitoring and inspection functions.

Key Efficiency Indicators	2021-22 Actual	2022-23 Target	2022-23 Actual	Variance from Target
Percentage of allegations finalised within three months	97%	95%	96%	+1%
Percentage of allegations finalised within 12 months	100%	100%	100%	Nil
Percentage of allegations on hand at 30 June less than three months old	96%	90%	93%	+3%
Percentage of allegations on hand at 30 June less than 12 months old	100%	100%	100%	Nil
Average cost per finalised allegation	\$1,749	\$1,890	\$1,547	-\$343
Average cost per finalised notification of death	\$17,097	\$17,500	\$8,415	-\$9,085
Average cost per notification of reportable conduct	Not applicable – the new Reportable Conduct function commenced on 1 January 2023		\$6,027	Not applicable
Cost of monitoring and inspection functions	\$516,576	\$767,000	\$735,183	-\$31,817

Comparison of Actual Results and Budget Targets

The 2022-23 actual results for all Key Efficiency Indicators met, or exceeded the 2022-23 target, with the exception of the 'Cost of monitoring and inspection functions'. 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 31ublic31ed 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 31ublic31ed 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 31ublic31ed 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 31ublic31ed 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*.

For further details, see the [Key Performance Indicator section](#).

Summary of Financial Performance

The majority of expenses for the Office (77%) relate to staffing costs. The remainder is primarily for accommodation, communications and office equipment.

Financial Performance	2021-22 Actual ('000s)	2022-23 Target ('000s)	2022-23 Actual ('000s)	Variance from Target ('000s)
Total cost of services (sourced from Statement of Comprehensive Income)	\$11,422	\$13,394	\$12,611	-\$783
Income other than income from State Government (sourced from Statement of Comprehensive Income)	\$2,582	\$2,720	\$2,685	-\$35
Net cost of services (sourced from Statement of Comprehensive Income)	\$8,840	\$10,674	\$9,926	-\$748
Total equity (sourced from Statement of Financial Position)	\$368	\$860	\$1,524	+\$664
Net increase/decrease in cash held (sourced from Statement of Cash Flows)	-\$58	\$20	\$1,229	+\$1,209

Summary of Performance

Comparison of Actual Results and Budget Targets

The 2022-23 actual results for both the total and net cost of services are comparable to the 2022-23 targets and the 2021-22 actual.

For further details see [Note 9 'Explanatory Statement' in the Financial Statements section](#).