

## Ombudsman Western Australia

Serving Parliament - Serving Western Australians

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Fair • Independent • Accountable



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Strategic Plan  
2009 - 2011

# Ombudsman Western Australia Strategic Plan 2009-2011

## Our Vision

Fair, accountable and responsive decision making and practices by public authorities.

## Our Mission

To serve Parliament and Western Australians by:

- Resolving complaints about the decision making of public authorities; and
- Improving the standard of public administration.

## Our Key Stakeholders

- **Parliament**
- **Public authorities:**  
including State Government departments, agencies and boards; government services such as hospitals, prisons, schools and technical colleges; public universities; and local governments.
- **The public**

## Our Values

We value being:

- **Fair:** We observe procedural fairness at all times, use a 'no surprises' approach in all of our work and provide our services equitably to all Western Australians.
- **Independent:** The Ombudsman is an officer of the Parliament, independent of the Government of the day and independent of all parties in dispute.
- **Accountable:** We should be, and are, accountable for our performance and proper expenditure of taxpayers' money. Being accountable means being:
  - **Rigorous:** We undertake work that is important to the community and our decisions are supported by appropriate evidence.
  - **Responsible:** All recommendations for change to public administration must be practical and proportionate to the problem identified and must demonstrate a net public benefit.
  - **Efficient:** We undertake our work in a timely way at least cost. We value working with other agencies that further good public administration but we should never duplicate their work.

## Key Measures of Success

- The public is aware of our services, they are accessible to all and the public is satisfied with the quality of our services.
- Our suggestions and recommendations for administrative improvement are accepted and implemented.
- The time taken to resolve complaints continues to improve.
- Parliament and public authorities are aware of, and value, our services.

## Our Strategic Direction for 2009-2011

### Complaint Resolution

- Resolving complaints from the public about Western Australian public authorities, in a high quality, independent, fair and timely manner, with an increased focus on informal resolution;
- Raising community awareness of our role and increasing the accessibility of our services; and
- Providing specialist Ombudsman services to the Energy Industry and Indian Ocean Territories.

### Improved Public Administration

- Identifying and investigating concerns about the decision making and practices of the Western Australian public sector that affect broader sections of the community;
- Making suggestions and recommendations to improve public administration and reporting on, and monitoring the implementation of, our recommendations;
- Identifying and promoting good decision making and practices through relevant publications, communications, workshops and training;
- Providing guidance and support to public authorities for the development of their internal complaint handling systems; and
- Providing leadership in integrity in the Western Australian public sector, including working collaboratively with other integrity agencies and our co-located accountability agencies.

### Child Death Review and Investigation

- Reviewing, investigating and making recommendations to the Department for Child Protection and other public authorities in relation to preventable deaths of children; and
- Advancing good decision making and practices in services to children and their families, and strengthening collaborative approaches across the public sector to child safety and well-being.

### Audit and Review of Statutory Compliance

- Auditing use of telecommunications intercepts by the Western Australia Police and the Corruption and Crime Commission; and
- Reviewing appeals by overseas university students.

### Good Governance and a Skilled and Valued Workforce

- Maintaining strong governance and corporate systems and undertaking strategic projects to enhance our capability and improve our performance; and
- Attracting, developing and retaining a skilled and valued workforce with a culture that supports high quality, responsive and efficient service and treating people professionally, courteously and with appropriate sensitivity.

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