



Key Performance Indicators

Certification of Key Performance Indicators

For year ended 30 June 2016

We 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 Investigation's performance, and fairly represent the performance of the Parliamentary Commissioner for Administrative Investigations for the financial year ended 30 June 2016.

Mary White
Chief Finance Officer

27 July 2016

Chris Field
Accountable Authority

27 July 2016

Key Performance Indicators

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, practices and conduct.

Key Effectiveness Indicators	2011-12	2012-13	2013-14	2014-15	2015-16 Target	2015-16 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)	96	72	152	99	100	156

- (a) 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.
- (b) 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.

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 2015-16 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. Consistent with this program, the number of improvements to practices and procedures of public authorities as a result of Ombudsman action has, in 2015-16, exceeded the 2014-15 actual result (99) and the 2015-16 target (100). There may, however, be fluctuations from year to year, related to the number and nature of investigations finalised by the Office in any given year.

Key Efficiency Indicators

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

Resolving complaints about the decision making of public authorities and improving the standard of public administration.

Key Efficiency Indicators	2011-12	2012-13	2013-14	2014-15	2015-16 Target	2015-16 Actual
Percentage of allegations finalised within three months	72%	83%	98%	98%	95%	95%
Percentage of allegations finalised within 12 months	99%	99%	100%	100%	100%	100%
Percentage of allegations on hand at 30 June less than three months old	45%	94%	98%	96%	90%	93%
Percentage of allegations on hand at 30 June less than 12 months old	99%	96%	100%	100%	100%	100%
Average cost per finalised allegation (a)	\$1,866	\$1,821	\$1,858	\$1,857	\$1,890	\$1,886
Average cost per finalised notification of death (b)	\$10,410	\$12,281	\$18,407	\$18,983	\$18,950	\$18,597
Cost to monitor the Infringement Notices provisions of <i>The Criminal Code</i> (c)	N/A	N/A	N/A	\$413,586	\$858,000	\$851,068
Cost of monitoring and inspection functions (d)	NA	NA	NA	NA	\$415,000	\$413,821

- (a) This is the net cost of complaint resolution services divided by the number of allegations finalised.
- (b) This is the net cost of undertaking the death review function divided by the number of notifications finalised.
- (c) This is the net cost of the function to monitor the Infringement Notices provisions of *The Criminal Code* in the relevant year.
- (d) As 2015-16 is the first year of this Key Efficiency Indicator there is no comparable data in prior years.

New Key Efficiency Indicator

The Office has a range of monitoring and inspection functions under relevant legislation, including:

- Inspection of telecommunication interception records under the *Telecommunications (Interception and Access) Western Australia Act 1996* and the *Telecommunications (Interception and Access) Act 1979 (Commonwealth)*;
- Monitoring under the *Criminal Organisations Control Act 2012*; and
- Receiving complaints from persons detained under the *Terrorism (Preventative Detention) Act 2006*.

Commencing in 2015-16, a new Key Efficiency Indicator, the 'Cost of monitoring and inspection functions' has been developed and comprises the net cost of these monitoring and inspection functions. As 2015-16 is the first year of this Key Efficiency Indicator, there is no comparable data in prior years.

Comparison of Actual Results and Budget Targets

The 2015-16 actual results for each of the Key Efficiency Indicators relating to allegations on hand and allegations finalised matched or exceeded the 2015-16 target. Overall, all 2015-16 actual results represented significant improvement in the efficiency of complaint resolution over the last five years.

The average cost per finalised allegation in 2015-16 (\$1,886) is comparable to the 2014-15 actual result (\$1,857) and met the 2015-16 target (\$1,890). Since 2007-08, the efficiency of complaint resolution has improved significantly with the average cost per finalised allegation reduced by a total of 36% from \$2,941 in 2007-08 to \$1,886 in 2015-16.

The average cost per finalised notification of death (\$18,597) is comparable to the 2014-15 actual result (\$18,983) and met the 2015-16 target (\$18,950).

The cost to monitor the Infringement Notices provisions of *The Criminal Code* (\$851,068) met the 2015-16 target (\$858,000). The 2015-16 actual result is higher than the 2014-15 actual result (\$413,586), in line with the approved funding for the function in 2015-16.

The cost of monitoring and inspection functions (\$413,821) met the 2015-16 target (\$415,000).

