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Appendix 1 – Complaints Received and Finalised

	Total Complaints Received in 2016-17	Complaints finalised at assessment				Complaints finalised at investigation			Total Complaints Finalised in 2016-17
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Not sustained, cannot be determined, or discontinued	Withdrawn	
PUBLIC SECTOR									
Agriculture and Food, Department of	2	1				1			2
Attorney General, Department of the	26	6	4	2	4	7		2	25
Child and Adolescent Health Service	2	1	1						2
Child Protection and Family Support, Department for	79	11	8	23	12	19		2	75
Commerce, Department of	22		3	4	6	7			20
Construction Industry Long Service Leave Payments Board	3		1		2				3
Corrective Services, Department of	279	8	25	54	48	132		6	273
Culture and the Arts, Department of						1			1
Disability Services Commission	3		1			1			2
East Metropolitan Health Service	8		4	2	1				7
Education, Department of	40		7	3	12	18		1	41
Environment Regulation, Department of	3	1	1			1			3
Environmental Protection Authority, Office of the	2	1			1				2
Finance, Department of	6	2	2			4			8
Fire and Emergency Services, Department of	1	1							1
Fisheries, Department of						1			1
Government Employees Superannuation Board	2	1	1						2
Health and Disability Services Complaints Office	3				1	1			2
Health, Department of	7	1	1		1	2			5
Housing Authority	135	10	11	25	30	67	1		144
Insurance Commission of Western Australia	4	1	3	1		1			6
Keep Australia Beautiful Council (Western Australia)	2		1			1			2
Landgate	8			2		4	1	1	8
Lands, Department of	2								
Legal Aid WA	7	1		1	1	4			7
Legal Profession Complaints Committee	2		1			1			2
Local Government and Communities, Department of	4			1		1			2
Lotteries Commission	2					1			1
Main Roads Western Australia	14	1	5			5		1	12
Metropolitan Cemeteries Board	1					1			1
Mines and Petroleum, Department of	1		1						1
North Metropolitan Health Service	2		1		1	1			3

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North Metropolitan TAFE	7		1	1	2	1		1	6
Parks and Wildlife, Department of	4	1		1		1			3
Planning, Department of	2					1			1
Potato Marketing Corporation					1				1
Premier and Cabinet, Department of the	3	2		1		1			4
Prisoners Review Board	7		1	2	4	1			8
Public Advocate	8	1	4	1		1			7
Public Sector Commission	3	3							3
Public Transport Authority	11		5		2	4		1	12
Public Trustee	22		4	3	2	12			21
Racing, Gaming and Liquor, Department of	1	1							1
Regional Development, Department of	1				1				1
Rottneet Island Authority	1					1			1
School Curriculum and Standards Authority	3					2			2
SERCO - Acacia Prison	56	2	7	10	8	32		1	60
Sodexo - Melaleuca Remand and Reintegration Facility	18	1		3	2	4		1	11
South Metropolitan Health Service	13	1	8	1	1	2			13
South Metropolitan TAFE	4			1	1	1			3
South Regional TAFE	1			1					1
South West Development Commission			1						1
Sport and Recreation, Department of					1				1
Teacher Registration Board	1					1			1
Training Accreditation Council	2		2	1					3
Training and Workforce Development, Department of		1							1
Transport, Department of	71	4	19	8	10	28	1	1	71
WA Country Health Service	4	1	1	1	1				4
Water Corporation	1					1			1
Western Australia Police	162	11	38	45	15	50		1	160
Workcover	2		2						2
TOTAL PUBLIC SECTOR COMPLAINTS	1080	76	175	198	171	426	3	19	1068





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LOCAL GOVERNMENT									
Albany, City of	1					1			1
Armadale, City of	14	1	1	3		6	1		12
Augusta / Margaret River, Shire of	3	1	1	1					3
Bassendean, Town of	2	1		1					2
Bayswater, City of	11		2	1	1	4			8
Belmont, City of	5		2		2	1			5
Boddington, Shire of	1			1		1			2
Boyup Brook, Shire of	1			1					1
Bridgetown / Greenbushes, Shire of	1		1						1
Brookton, Shire of	1					1			1
Broome, Shire of	2		1			1			2
Broomehill, Shire of	4	1		1	1				3
Bunbury, City of	2		1				1		2
Busselton, City of	3		1		1	2	1		5
Cambridge, Town of	6	1				3	1		5
Canning, City of	2		1			3			4
Carnarvon, Shire of	7								
Chittering, Shire of	5		1		2	2			5
Christmas Island, Shire of					1	1			2
Claremont, Town of	2		2						2
Cockburn, City of	17		2		3	10			15
Cocos (Keeling) Islands, Shire of			2			1	1		4
Collie, Shire of	1			1					1
Coolgardie, Shire of					1				1
Coorow, Shire of	1					1			1
Cottesloe, Town of	3			1					1
Cranbrook, Shire of	3						1		1
Cunderdin, Shire of	2					1			1
Dandaragan, Shire of	2					2			2
Dardanup, Shire of	2	1							1
Denmark, Shire of	2	1		1					2
Donnybrook / Balingup, Shire of	1						1		1
Dundas, Shire of	1		1						1
East Fremantle, Town of	1					1			1
East Pilbara, Shire of						1			1
Esperance, Shire of	4	1				3			4
Exmouth, Shire of	2	1	1						2
Fremantle, City of	6	1	1			3			5
Gingin, Shire of	2		1		1		1		3
Gosnells, City of	10	1	1	1	1	6	1		11
Greater Geraldton, City of	1		1						1
Harvey, Shire of	4	1			1	1		1	4
Irwin, Shire of	1								
Joondalup, City of	26	2	3	2	3	11	1	2	24
Kalamunda, Shire of	11	1	3		1	5			10

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Kalgoorlie / Boulder, City of	1			1					1
Karratha, City of	1	1		1		3			5
Katanning, Shire of	3					3			3
Kojonup, Shire of						1			1
Kwinana, City of	1					1			1
Mandurah, City of	13		3		2	5		2	12
Melville, City of	25	3	8	2	3	7	1		24
Mosman Park, Town of	1	1							1
Mundaring, Shire of	4		1		2	4			7
Murray, Shire of	3		1			2	1		4
Nannup, Shire of	1					1			1
Nedlands, City of	7	1	2	1		2	1		7
Northam, Shire of	9		1	2	3	2			8
Northampton, Shire of	1								
Nungarin, Shire of	1					1			1
Perenjori, Shire of	1	1							1
Perth, City of	14	3	3	2	5	2		1	16
Plantagenet, Shire of	3					2			2
Port Hedland, Town of	1		2						2
Rockingham, City of	14		2	2	2	6			12
Serpentine / Jarrahdale, Shire of	5		1			3			4
South Perth, City of	6				2	1	1		4
Stirling, City of	22	2	3	2	3	11	1		22
Subiaco, City of	9	1	2		1	4	1		9
Swan, City of	15	2	4	1	4	4	1		16
Toodyay, Shire of	4	1			1	3			5
Victoria Park, Town of	10	2	1		2	4		2	11
Vincent, City of	9		3		1	4		1	9
Wagin, Shire of						1			1
Wanneroo, City of	20		6	1	4	9	1	1	22
Waroona, Shire of	3		1			1	1	1	4
West Arthur, Shire of	1					1			1
Wyndham / East Kimberley, Shire of					1				1
Yalgoo, Shire of	1					1			1
York, Shire of	3				1	2			3
TOTAL LOCAL GOVERNMENT COMPLAINTS	388	33	74	30	56	163	19	11	386



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UNIVERSITIES									
Curtin University	42	1		8	4	17	13	1	44
Edith Cowan University	23	1	1	4	3	7	2	2	20
Murdoch University	9	1	1		2	3	1	1	9
University of Western Australia	9				2	3	1		6
TOTAL UNIVERSITIES	83	3	2	12	11	30	17	4	79

AGENCIES OUT OF JURISDICTION									
Organisation not identified	9	5	2						7
Agencies out of jurisdiction	630	95	534						629
TOTAL AGENCIES OUT OF JURISDICTION	639	100	536	0	0	0	0	0	636

TOTAL COMPLAINTS									
Total complaints about agencies in jurisdiction	1551	112	251	240	238	619	39	34	1533
Total complaints about agencies out of jurisdiction	639	100	536						636
GRAND TOTAL	2190	212	787	240	238	619	39	34	2169





Appendix 2 – Legislation

Principal Legislation

- *Parliamentary Commissioner Act 1971*

Legislation and Other Instruments Governing Other Functions

Complaints and appeals by overseas students	<ul style="list-style-type: none"> • <u><i>National Code of Practice for Providers of Education and Training to Overseas Students 2017</i></u>
Public Interest Disclosures	<ul style="list-style-type: none"> • <u><i>Public Interest Disclosure Act 2003</i></u>
Complaints from residents of the Indian Ocean Territories	<ul style="list-style-type: none"> • <u><i>Indian Ocean Territories (Administration of Laws) Act 1992</i></u> • <u><i>Christmas Island Act 1958 (Commonwealth)</i></u> • <u><i>Cocos (Keeling) Islands Act 1955 (Commonwealth)</i></u>
Complaints from persons detained under terrorism legislation	<ul style="list-style-type: none"> • <u><i>Terrorism (Preventative Detention) Act 2006</i></u>
Inspection of Telecommunications Interception records	<ul style="list-style-type: none"> • <u><i>Telecommunications (Interception and Access) Act 1979 (Commonwealth)</i></u> • <u><i>Telecommunications (Interception and Access) Western Australia Act 1996</i></u> • <u><i>Telecommunications (Interception and Access) Western Australia Regulations 1996</i></u>
Monitoring functions under the <i>Criminal Organisations Control Act</i>	<ul style="list-style-type: none"> • <u><i>Criminal Organisations Control Act 2012</i></u>
Monitoring of the Infringement Notices provisions of <i>The Criminal Code</i>	<ul style="list-style-type: none"> • <u><i>The Criminal Code</i></u> • <u><i>Criminal Code Amendment (Infringement Notices) Act 2011</i></u> • <u><i>Criminal Code (Infringement Notices) Regulations 2015</i></u>

Energy and Water Ombudsman

- [Economic Regulation Authority Act 2003](#)
- [Electricity Industry Act 2004](#)
- [Energy Coordination Act 1994](#)
- [Water Services Act 2012](#)
- [Constitution of the Energy and Water Ombudsman \(Western Australia\) Limited](#)
- [Charter of the Energy and Water Ombudsman \(Western Australia\) Limited](#)

Other Key Legislation Impacting on the Office's Activities

- *Auditor General Act 2006;*
- *Children and Community Services Act 2004;*
- *Corruption, Crime and Misconduct Act 2003;*
- *Disability Services Act 1993;*
- *Equal Opportunity Act 1984;*
- *Financial Management Act 2006;*
- *Industrial Relations Act 1979;*
- *Minimum Conditions of Employment Act 1993;*
- *Occupational Safety and Health Act 1984;*
- *Public Sector Management Act 1994;*
- *Royal Commissions Act 1968;*
- *Salaries and Allowances Act 1975;*
- *State Records Act 2000; and*
- *State Supply Commission Act 1991.*





Appendix 3 – Publications

The following publications are available electronically on the Ombudsman’s website at www.ombudsman.wa.gov.au and in hard copy by request to mail@ombudsman.wa.gov.au. Publications can also be made available in alternative formats to meet the needs of people with a disability.

Brochures and Posters

About the Ombudsman

- Ombudsman Western Australia Brochure
- Ombudsman Western Australia Summary Poster
- Ombudsman Western Australia Summary Flyer
- It’s OK to complain – Poster for Young People aged 5 – 10
- It’s OK to complain – Poster for Young People aged 10+
- Children and Young People Information Sheet
- ‘Have you got a problem?’ Information Sheet for Young People aged 5-10
- ‘Have you got a problem?’ Information Sheet for Young People aged 10+ (translated into 15 community languages)
- It’s OK to complain – Postcard for Young People aged 5 – 10
- It’s OK to complain – Postcard for Young People aged 10+

Guidelines and Information Sheets for Members of the Public

Making a Complaint

- How to complain to the Ombudsman (translated into 15 community languages)
- Making a complaint to the Ombudsman (summary information sheet)
- Complaining to the Ombudsman - Information for prisoners
- Complaints by overseas students
- Making a complaint to a State Government agency

How Complaints are Handled

- Overview of the complaint resolution process - Information for complainants
- How we assess complaints
- Assessment of complaints checklist
- Being interviewed by the office of the Ombudsman
- Requesting a review of a decision about a complaint to the Ombudsman

Guidelines and Information Sheets for Public Authorities

General Information

- Overview of the complaint resolution process - Information for public authorities
- Information for boards and tribunals

Information Packages for Public Authorities

The following publications are available as individual documents and as a suite of documents under the headings listed:

Decision Making

- Exercise of discretion in administrative decision making
- Procedural fairness (natural justice)
- Giving reasons for decisions
- Good record keeping

Effective Complaint Handling

- The principles of effective complaint handling
- Effective handling of complaints made to your organisation
- Complaint handling systems checklist
- Making your complaint handling system accessible
- Guidance for Complaint Handling Officers
- Investigation of complaints
- Procedural fairness (natural justice)
- Good record keeping
- Remedies and redress
- Dealing with unreasonable complainant conduct
- Managing unreasonable complainant conduct: Practice manual

Conducting Investigations

- Conducting administrative investigations
- Investigation of complaints
- Procedural fairness (natural justice)
- Giving reasons for decisions
- Good record keeping

Management of Personal Information

- Management of Personal Information
- Checklist - Management of Personal Information
- Good practice principles for the management of personal information



Integrity Coordinating Group Publications

The following publications have been produced by the Integrity Coordinating Group and are available at www.icg.wa.gov.au and via links from the [Ombudsman's website](#):

- Integrity in decision making
- Conflicts of interest
- Gifts, benefits and hospitality
- Taking action on integrity issues – a guide for public officers



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