



Appendices

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Appendix 1 – Complaints Received and Finalised

	Total Complaints Received in 2014-15	Complaints finalised at assessment				Complaints finalised at investigation					Total Complaints Finalised in 2014-15
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained or cannot be determined	Discontinued	Withdrawn	
PUBLIC SECTOR											
Aboriginal Affairs, Department of	1				1						1
Agriculture and Food, Department of	3	1	1		1	1					4
Attorney General, Department of the	32	3	5	6	8	8					30
C .Y. O'Connor Institute	1				1						1
Central Institute of Technology	8		1	3	1	2				1	8
Challenger Institute of Technology	3					1	1				2
Child Protection and Family Support, Department for	61	5	6	11	13	20		2			57
Commerce, Department of	22	1	6	4		10		1			22
Corrective Services, Department of	234	8	14	52	53	102		2		5	236
Culture and the Arts, Department of	2		1	1							2
Disability Services Commission	2		1					1			2
Economic Regulation Authority	1					1					1
Education Services, Department of	1	1									1
Education, Department of	22	1	2	3	6	9		1		1	23
Environment Regulation, Department of						1					1
Finance, Department of	5		1		1	3					5
Fire and Emergency Services, Department of	1	1									1
Fisheries, Department of	3			1	1	1					3
Forest Products Commission	4		2		2						4
Gold Corporation	1					1					1
Government Employees Superannuation Board	1		1								1
Great Southern Institute of Technology	1					1					1
Health and Disability Services Complaints Office	4		1		1	2					4
Health, Department of	51	5	23	5	9	9	1				52
Housing, Department of	126	2	11	17	33	63		2		3	131
Insurance Commission of Western Australia	7		3			3					6
Landgate	4			1	2	1					4
Lands, Department of	1				1						1
Legal Aid Western Australia	6		3	2	2	2					9
Legal Practice Board	3				3						3
Local Government and Communities, Department of	3	1				1					2
Lotteries Commission	1				1	1					2
Main Roads Western Australia	5	1	1	1	2	1					6
Metropolitan Cemeteries Board	4	1				2					3
Metropolitan Redevelopment Authority	2										2

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Mid West Ports Authority	1		1							1
Mines and Petroleum, Department of	1								1	1
Parks and Wildlife, Department of	1				1					1
Planning, Department of	7	3			2		1			6
Prisoners Review Board	4	1			2		1			4
Public Advocate, Office of the	10		2		4	4				10
Public Sector Commission	1									1
Public Transport Authority	15	3	4	2	4	4				17
Public Trustee	26	1	1	4	10	10				26
Racing, Gaming and Liquor, Department of						1				1
School Curriculum and Standards Authority	4				1		3			4
SERCO - Acacia Prison	42		1	9	9	19	1		2	41
Swan River Trust	1					1				1
Teacher Registration Board	4					3			1	4
Training Accreditation Council	2				1					1
Training and Workforce Development, Department of	5					3	2			5
Transport, Department of	75	4	11	12	19	25	1		3	75
Veterinary Surgeons' Board	1									1
Water Corporation	3		2	1						3
West Coast Institute of Training	1								1	1
Western Australia Police	132	15	26	41	29	25			1	137
Western Australian Planning Commission	4	1			1	2				4
Western Power	2		1		1					2
Workcover	4	1	1	1		1				4
TOTAL PUBLIC SECTOR COMPLAINTS	972	60	133	177	226	344	2	18	19	979





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LOCAL GOVERNMENT											
Albany, City of	1					1					1
Armadale, City of	5			2	1	1					4
Ashburton, Shire of	1				1						1
Bassendean, Town of	3					2				1	3
Bayswater, City of	6			1	2	1		1			5
Belmont, City of	2		1								1
Boddington, Shire of	2			1		1					2
Bridgetown / Greenbushes, Shire of	2			1							1
Broome, Shire of	1		1			1					2
Busselton, City of	5		1		1	3					5
Cambridge, Town of	4		2		1	1					4
Canning, City of	8	1	2	2	3	2					10
Carnarvon, Shire of					1						1
Chittering, Shire of	7		1	1		3					5
Claremont, Town of	6	1	2			2					5
Cockburn, City of	6		2	2		3					7
Coolgardie, Shire of	2		2								2
Coorow, Shire of	1					1					1
Cottesloe, Town of	3		1		1	1					3
Cue, Shire of			1								1
Cunderdin, Shire of	1										
Dandaragan, Shire of	1							1			1
Donnybrook / Balingup, Shire of	2				1	1					2
Dowerin, Shire of	2		2								2
Dumbleyung, Shire of	4			1	2	1					4
East Fremantle, Town of						1					1
Esperance, Shire of	2			1		1					2
Exmouth, Shire of	1					1					1
Fremantle, City of	4			1		4					5
Gingin, Shire of	4		2		1						3
Gosnells, City of	12	1	2	2	2	6					13
Greater Geraldton, City of	6		1	2	1	3					7
Halls Creek, Shire of	1		1								1
Harvey, Shire of	1									2	2
Joondalup, City of	22		6	1	2	12				1	22
Kalamunda, Shire of	3				1	3					4
Kalgoorlie / Boulder, City of	1										
Karratha, City of	75	1	74								75
Katanning, Shire of	2				2						2
Kellerberin, Shire of	1					1					1
Kent, Shire of	1		1								1
Kojonup, Shire of	1		1								1
Kwinana, City of	2				1	1		1			3
Mandurah, City of	6		1			5				1	7

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Melville, City of	15	1	4	1	2	6					14
Merredin, Shire of	1		1								1
Mindarie Regional Council	1					1					1
Moora, Shire of			1								1
Mundaring, Shire of	4					3					3
Murchison, Shire of	1				1						1
Murray, Shire of	1		1								1
Narrogin, Shire of	2				1	1					2
Nedlands, City of	1		1								1
Northam, Shire of	3				1						1
Northampton, Shire of	1			1							1
Perth, City of	17		12	1	2	2					17
Plantagenet, Shire of	2				1	1					2
Rockingham, City of	10		1		3	6					10
Serpentine / Jarrahdale, Shire of	9		3		3	1	1				8
South Perth, City of	7		1	1	1	4					7
Stirling, City of	21		5	4	2	12					23
Subiaco, City of	9		2		3	3					8
Swan, City of	7	2		1		4					7
Toodyay, Shire of	3		2								2
Victoria Park, Town of	11		5	3	1	1				1	11
Vincent, City of	10		3	1		6					10
Wanneroo, City of	8		3		2	3					8
Waroona, Shire of	1			1		1					2
Woodanilling, Shire of	1					1					1
Wyndham / East Kimberley, Shire of	6	1	2		1	2					6
York, Shire of										1	1
TOTAL LOCAL GOVERNMENT COMPLAINTS	372	8	154	32	48	121	1	3		7	374



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UNIVERSITIES											
Curtin University	30		3	6	1	11		8		1	30
Edith Cowan University	18		1	4	4	6		6			21
Murdoch University	13	1	2	4	4	3				1	15
University of Western Australia	4		1			2		1			4
TOTAL UNIVERSITIES	65	1	7	14	9	22		15		2	70

AGENCIES OUT OF JURISDICTION											
Organisation not identified	5	2	1		2						5
Agencies out of jurisdiction	633	125	500	1	3					3	632
TOTAL AGENCIES OUT OF JURISDICTION	638	127	501	1	5					3	637

TOTAL COMPLAINTS											
Total complaints about agencies in jurisdiction	1409	69	294	223	283	487	3	36		28	1423
Total complaints about agencies out of jurisdiction	638	127	501	1	5					3	637
GRAND TOTAL	2047	196	795	224	288	487	3	36		31	2060





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>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007</u>
Public Interest Disclosures	<ul style="list-style-type: none"> • <u>Public Interest Disclosure Act 2003</u>
Complaints from residents of the Indian Ocean Territories	<ul style="list-style-type: none"> • <u>Indian Ocean Territories (Administration of Laws) Act 1992</u> • <u>Christmas Island Act 1958 (Commonwealth)</u> • <u>Cocos (Keeling) Islands Act 1955 (Commonwealth)</u>
Complaints from persons detained under terrorism legislation	<ul style="list-style-type: none"> • <u>Terrorism (Preventative Detention) Act 2006</u>
Inspection of Telecommunications Interception records	<ul style="list-style-type: none"> • <u>Telecommunications (Interception and Access) Act 1979 (Commonwealth)</u> • <u>Telecommunications (Interception and Access) Western Australia Act 1996</u>
Monitoring functions under the <i>Criminal Organisations Control Act</i>	<ul style="list-style-type: none"> • <u>Criminal Organisations Control Act 2012</u>
Monitoring of the Infringement Notices provisions of <i>The Criminal Code</i>	<ul style="list-style-type: none"> • <u>The Criminal Code</u>
Energy and Water Ombudsman	<ul style="list-style-type: none"> • <u>Economic Regulation Authority Act 2003</u> • <u>Electricity Industry Act 2004</u> • <u>Energy Coordination Act 1994</u> • <u>Water Services Act 2012</u> • <u>Constitution of the Energy and Water Ombudsman (Western Australia) Limited</u> • <u>Charter of the Energy and Water Ombudsman (Western Australia) Limited</u>

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 Posters
- Ombudsman Western Australia Summary Flyer

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 – An overview
- 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
- Raising concerns - taking action on integrity issues