



Key Performance Indicators

Certification of Key Performance Indicators

For year ended 30 June 2015

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 2015.

Mary White
Chief Finance Officer

30 July 2015

Chris Field
Accountable Authority

30 July 2015



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	2010-11	2011-12	2012-13	2013-14	2014-15 Target	2014-15 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)	57	96	72	152	100	99

- (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 2014-15 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 2014-15, almost doubled since 2010-11. There may, however, be fluctuations from year to year, related to the number and nature of complaints and reviews finalised by the Office in any given year. In 2014-15 the actual result is comparable to the 2014-15 target.



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	2010-11	2011-12	2012-13	2013-14	2014-15 Target	2014-15 Actual
Percentage of allegations finalised within three months	78%	72%	83%	98%	95%	98%
Percentage of allegations finalised within 12 months	96%	99%	99%	100%	100%	100%
Percentage of allegations on hand at 30 June less than three months old	68%	45%	94%	98%	90%	96%
Percentage of allegations on hand at 30 June less than 12 months old	98%	99%	96%	100%	100%	100%
Average cost per finalised allegation (a)	\$1,899	\$1,866	\$1,821	\$1,858	\$1,820	\$1,857
Average cost per finalised notification of death (b)	\$9,651	\$10,410	\$12,281	\$18,407	\$12,325	\$18,983
Cost to monitor the Infringement Notices provisions of <i>The Criminal Code</i> (c)	N/A	N/A	N/A	N/A	\$723,000	\$413,586

- (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.

New Key Efficiency Indicator

A new Key Efficiency Indicator, the 'Cost to monitor the Infringement Notices provisions of *The Criminal Code*', has been developed and comprises the net cost of the function to monitor the Infringement Notices provisions of *The Criminal Code* for the relevant year, commencing in 2014-15. As 2014-15 is the first year of the function, there is no comparable data in prior years.

Comparison of Actual Results and Budget Targets

The 2014-15 actual results for each of the key efficiency indicators relating to allegations on hand and allegations finalised matched or exceeded the 2014-15 target. Overall, all 2014-15 actual results represented significant improvement in the efficiency of complaint resolution over the last five years.

The average cost per finalised allegation in 2014-15 is comparable to the 2013-14 actual result (\$1,858) and the 2014-15 target (\$1,820). Since 2007-08, the efficiency of complaint resolution has improved significantly with the average cost per finalised allegation reduced by a total of 37% from \$2,941 in 2007-08 to \$1,857 in 2014-15.

The average cost per finalised notification of death (\$18,983) is consistent with the 2013-14 actual result (\$18,407) and exceeds the 2014-15 target (\$12,235), reflecting the staffing required for:

- The investigation of complex reviews undertaken in 2014-15; and
- The commencement in 2012-13, and development during 2013-14 and 2014-15, of an important new initiative to review family and domestic violence fatalities.

The 2015-16 target has been adjusted to \$18,950 accordingly.

The cost to monitor the Infringement Notices provisions of *The Criminal Code* (\$413,586) is lower than the 2014-15 target (\$723,000) due to the change in the commencement of the function to March 2015.

