



Fair • Independent • Accountable



Ombudsman Western Australia

Strategic Plan
2022 - 2025

Ombudsman Western Australia Strategic Plan 2022-2025

Our Vision

Lawful, reasonable, fair and accountable decision making and practices by public authorities.

Our Mission

To serve Parliament and Western Australians by:

- Receiving, investigating and resolving complaints about State Government agencies, local governments and universities;
- Reviewing certain child deaths and family and domestic violence fatalities;
- Improving public administration for the benefit of all Western Australians through own motion investigations and education and liaison programs with public authorities; and
- Undertaking a range of additional functions, including statutory inspection and monitoring functions.

Our Key Stakeholders

- Parliament
- The public
- State Government agencies, local governments and universities (public authorities)
- Non-government organisations

Our Values

We value being:

- **Fair:** We observe the requirements of our legislation at all times, use a 'no surprises' approach in all of our work and provide our services equitably to all Western Australians.
- **Independent and Impartial:** The Ombudsman is an officer of the Parliament, independent of the government of the day and impartial in all of our work.
- **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 are practical and proportionate to the problem identified and have 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 never duplicate their work.

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Our Strategic Direction

Complaint Resolution

- Investigating and resolving complaints from the public about Western Australian State Government agencies, local governments and universities, in a high quality, independent, impartial, fair and timely manner, with an emphasis on early resolution where appropriate.
- Making practical recommendations to improve public administration and provide remedies for complainants, and monitoring their implementation and effectiveness.

Own Motion Investigations

- Proactively identifying concerns about the decision making and practices of Western Australian public authorities.
- Undertaking major own motion investigations and reporting on the investigation to Parliament.
- Making practical recommendations to improve public administration, and monitoring their implementation and effectiveness.

Review of Certain Child Deaths and Family and Domestic Violence Fatalities

- Reviewing the circumstances in which and why certain child deaths and family and domestic violence fatalities occur.
- Identifying patterns and trends that arise from reviews of child deaths and family and domestic violence fatalities.
- Making recommendations to State Government agencies about ways to prevent or reduce child deaths and family and domestic violence fatalities.

Inspection and Monitoring

- Inspecting certain records and reports of the Western Australia Police and the Corruption and Crime Commission to ensure statutory compliance in the exercise of their powers.
- Monitoring and reporting on the operation of powers conferred on the Western Australia Police and other organisations under defined legislation.

Collaboration, Access and Promotion of Good Practice

- Providing leadership in integrity, including working collaboratively with other Ombudsmen nationally and internationally and other accountability agencies in Western Australia.
- Raising awareness of our role and making our services accessible to all.
- Promoting and supporting good decision making practices and complaint handling in public authorities through publications, communications and workshops.

Good Governance and a Skilled and Valued Workforce

- Maintaining strong and efficient governance and corporate systems that comply with relevant legislation and good practice.
- Undertaking strategic projects to enhance our capability and improve our performance.
- 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.

Key Measures of Success

- The public is aware of our services and our services are accessible to all.
- All of our work is undertaken in a timely, effective and efficient manner.
- Recommendations are accepted, implemented and effective.
- Parliament and the Western Australian public value our services.

Ombudsman Western Australia

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We acknowledge Aboriginal and Torres Strait Islander people of Australia as the traditional custodians of this land. We pay respect to Elders past, present and emerging. We are committed to working with, and for, Aboriginal Western Australians.

We are proud of diversity and inclusion. The office of the Ombudsman stands with the LGBTQIA+ community.

