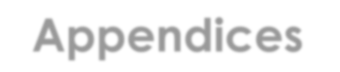
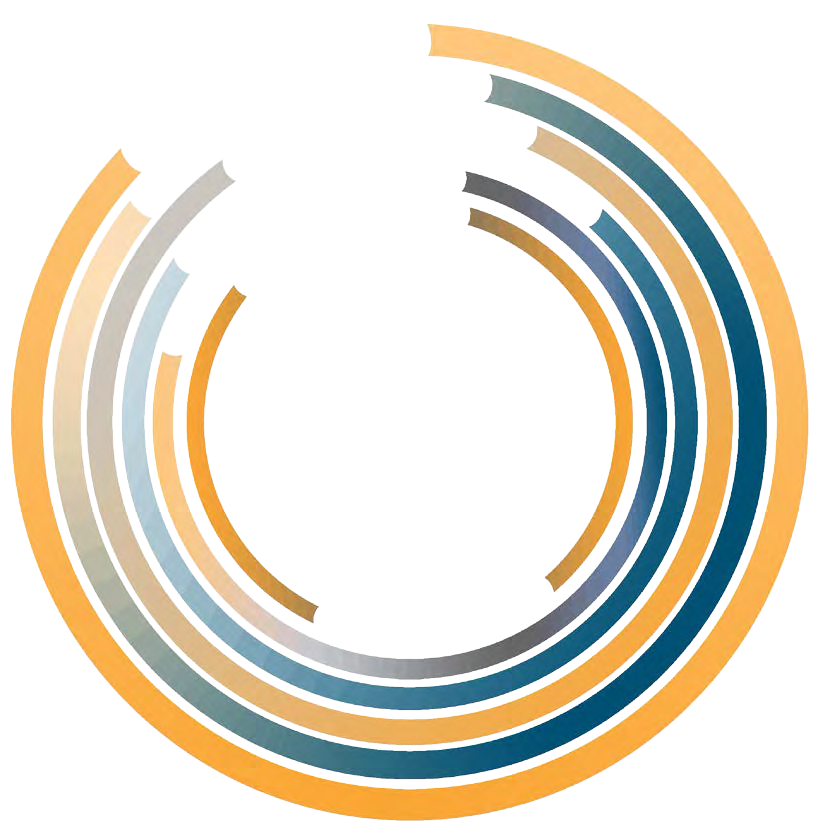
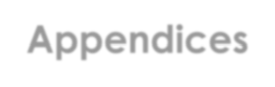
**Appendices**



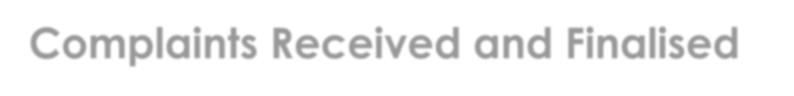
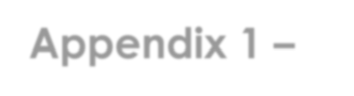
**Appendices**

[Appendix 1 – Complaints Received and Finalised](#_bookmark0)

[Appendix 2 – Legislation](#_bookmark1)

[Appendix 3 - Publications](#_bookmark2)

**229 Ombudsman Western Australia Annual Report 2015-16**



**Appendix 1 –**

**Complaints Received and Finalised**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Complaints finalised at assessment** | | | | **Complaints finalised at investigation** | | |  | |
|  | **Total Complaints Received in 2015-16** | Issue not in jurisdiction | More appropriate body to handle complaint | Referred back to the public authority | Investigation not warranted | Resolved | Not sustained or cannot be determined | Discontinued | Withdrawn | **Total Complaints Finalised in 2015-16** |
| **PUBLIC SECTOR** | | | | | | | | | | |
| Aboriginal Affairs, Department of | 1 |  |  |  | 1 |  |  |  |  | 1 |
| Assessor of Criminal Injuries Compensation | 1 |  |  |  | 2 |  |  |  |  | 2 |
| Attorney General, Department of the | 24 | 1 | 5 | 2 | 6 | 8 | 1 |  | 1 | 24 |
| Central Regional TAFE | 1 |  |  |  |  |  |  |  | 1 | 1 |
| Child Protection and Family Support, Department for | 61 | 7 | 5 | 18 | 4 | 23 | 2 |  |  | 59 |
| Commerce, Department of | 17 | 1 | 1 | 4 | 4 | 6 |  |  | 1 | 17 |
| Construction Industry Long Service Leave Payments Board | 3 |  | 1 | 2 |  |  |  |  |  | 3 |
| Corrective Services, Department of | 214 | 2 | 19 | 37 | 49 | 93 |  |  | 9 | 209 |
| Culture and the Arts, Department of | 1 |  |  |  |  |  |  |  |  |  |
| Disability Services Commission | 5 |  |  |  | 1 | 3 |  |  |  | 4 |
| Education Services, Department of | 1 |  |  |  |  |  |  |  |  |  |
| Education, Department of | 30 |  | 5 | 3 | 7 | 11 | 2 |  |  | 28 |
| Environment Regulation, Department of | 1 |  |  |  |  | 1 |  |  |  | 1 |
| Environmental Protection Authority, Office of the | 1 | 1 |  |  |  |  |  |  |  | 1 |
| Finance, Department of | 5 |  | 1 | 2 |  |  |  |  |  | 3 |
| Fire and Emergency Services, Department of | 2 |  | 1 |  |  | 1 |  |  |  | 2 |
| Fisheries, Department of | 2 |  |  |  | 1 |  |  |  |  | 1 |
| Gold Corporation | 1 |  |  |  |  | 1 |  |  |  | 1 |
| Government Employees Superannuation Board | 3 | 1 |  | 1 |  | 1 |  |  |  | 3 |
| Health and Disability Services Complaints Office | 4 |  |  | 1 |  | 3 |  |  |  | 4 |
| Health, Department of | 29 | 5 | 10 | 3 | 10 | 2 |  |  | 1 | 31 |
| Housing Authority | 133 |  | 9 | 14 | 23 | 68 | 1 | 1 | 1 | 117 |
| Insurance Commission of Western Australia | 5 |  | 2 |  |  | 2 |  |  |  | 4 |
| Keep Australia Beautiful Western Australia | 1 |  | 1 |  |  |  |  |  |  | 1 |
| Land Surveyors Licensing Board | 1 |  |  |  |  | 1 |  |  |  | 1 |
| Landcorp (WA Land Authority) | 1 |  |  |  |  |  | 1 |  |  | 1 |
| Landgate | 4 |  |  |  | 1 | 1 |  |  |  | 2 |
| Lands, Department of | 3 | 1 |  |  | 1 | 1 |  |  |  | 3 |
| Legal Aid WA | 10 | 1 |  |  | 5 | 4 |  |  |  | 10 |
| Legal Practice Board | 1 |  |  |  | 1 |  |  |  |  | 1 |
| Legal Profession Complaints Committee | 2 |  |  |  | 1 | 1 |  |  |  | 2 |
| Local Government and Communities, Department of | 4 |  | 1 |  | 1 | 3 |  |  |  | 5 |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Complaints finalised at assessment** | | | | **Complaints finalised at investigation** | | |  | |
|  | **Total Complaints Received in 2015-16** | Issue not in jurisdiction | More appropriate body to handle complaint | Referred back to the public authority | Investigation not warranted | Resolved | Not sustained or cannot be determined | Discontinued | Withdrawn | **Total Complaints Finalised in 2015-16** |
| Lotteries Commission | 1 |  | 1 |  |  |  |  |  |  | 1 |
| Main Roads Western Australia | 7 |  | 1 | 1 | 3 | 2 |  |  |  | 7 |
| Metropolitan Cemeteries Board | 3 |  |  |  |  | 3 | 1 |  |  | 4 |
| Metropolitan Redevelopment Authority | 1 |  |  |  |  | 1 | 2 |  |  | 3 |
| North Metropolitan TAFE | 12 |  | 3 | 2 | 3 | 2 | 3 |  |  | 13 |
| Planning, Department of | 3 | 1 | 1 |  |  | 1 | 1 |  |  | 4 |
| Potato Marketing Corporation | 1 |  |  |  |  |  |  |  |  |  |
| Premier and Cabinet, Department of the | 3 |  |  |  | 1 | 1 |  |  |  | 2 |
| Prisoners Review Board | 2 |  |  |  | 1 |  |  |  |  | 1 |
| Public Advocate, Office of the | 5 | 1 | 1 |  | 1 | 2 |  |  |  | 5 |
| Public Sector Commission | 3 |  | 2 |  |  |  | 2 |  |  | 4 |
| Public Transport Authority | 27 |  | 11 | 3 | 4 | 6 |  |  | 2 | 26 |
| Public Trustee | 31 | 1 | 3 | 3 | 10 | 14 | 1 |  |  | 32 |
| Racing, Gaming and Liquor, Department of | 1 |  |  |  | 1 |  |  |  |  | 1 |
| Regional Development, Department of | 1 |  |  |  | 1 |  |  |  |  | 1 |
| Rottnest Island Authority | 1 |  | 1 |  |  |  |  |  |  | 1 |
| School Curriculum and Standards Authority | 7 |  |  |  |  | 1 | 6 |  |  | 7 |
| SERCO - Acacia Prison | 67 | 1 | 5 | 10 | 18 | 35 |  |  |  | 69 |
| South Metropolitan TAFE | 4 | 1 |  |  |  | 4 |  |  |  | 5 |
| South Regional TAFE | 1 |  |  |  | 1 |  |  |  |  | 1 |
| South West Development Commission | 1 |  |  |  |  |  |  |  |  |  |
| Sport and Recreation, Department of | 2 |  |  |  |  |  |  | 1 |  | 1 |
| Teacher Registration Board | 2 |  |  |  |  | 2 |  |  |  | 2 |
| Training Accreditation Council | 2 |  | 1 |  |  | 1 |  |  |  | 2 |
| Training and Workforce Development, Department of | 9 |  | 1 |  |  | 2 | 4 | 1 |  | 8 |
| Transport, Department of | 77 | 2 | 11 | 19 | 6 | 28 |  |  | 2 | 68 |
| Veterinary Surgeons' Board |  |  |  |  |  | 1 |  |  |  | 1 |
| Water Corporation | 2 |  | 1 |  |  |  |  |  |  | 1 |
| Western Australia Police | 131 | 7 | 27 | 32 | 24 | 36 |  |  |  | 126 |
| Western Australian Planning Commission | 1 |  |  |  | 1 |  |  |  |  | 1 |
| Workcover | 2 |  |  |  |  | 1 |  |  |  | 1 |
| **TOTAL PUBLIC SECTOR COMPLAINTS** | 982 | 34 | 131 | 157 | 193 | 377 | 27 | 3 | 18 | 940 |



**Appendix 1 – Complaints Received and Finalised**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Complaints finalised at assessment** | | | | **Complaints finalised at investigation** | | |  | |
|  | **Total Complaints Received in 2015-16** | Issue not in jurisdiction | More appropriate body to handle complaint | Referred back to the public authority | Investigation not warranted | Resolved | Not sustained or cannot be determined | Discontinued | Withdrawn | **Total Complaints Finalised in 2015-16** |
| **LOCAL GOVERNMENT** | | | | | | | | | | |
| Albany, City of | 3 |  |  |  |  | 2 |  |  |  | 2 |
| Armadale, City of | 5 |  |  | 4 | 1 | 1 |  |  |  | 6 |
| Bassendean, Town of | 1 |  |  |  |  |  |  |  |  |  |
| Bayswater, City of | 6 | 1 | 1 |  | 2 | 2 |  |  |  | 6 |
| Belmont, City of | 6 |  |  | 3 |  | 4 |  |  |  | 7 |
| Boddington, Shire of | 1 |  |  |  |  |  |  |  |  |  |
| Bridgetown-Greenbushes, Shire of |  |  |  |  |  | 1 |  |  |  | 1 |
| Broome, Shire of | 2 |  |  |  | 1 | 1 |  |  |  | 2 |
| Bunbury, City of | 4 |  | 1 |  |  | 2 |  |  | 1 | 4 |
| Busselton, City of | 4 |  | 2 |  |  |  |  |  |  | 2 |
| Cambridge, Town of | 2 |  |  |  |  | 2 |  |  |  | 2 |
| Canning, City of | 6 |  | 2 |  |  | 1 |  |  | 1 | 4 |
| Capel, Shire of | 1 |  |  |  |  | 1 |  |  |  | 1 |
| Carnarvon, Shire of | 1 |  |  |  |  | 1 |  |  |  | 1 |
| Chittering, Shire of | 2 |  | 3 |  |  | 1 |  |  |  | 4 |
| Christmas Island, Shire of | 2 |  |  |  |  |  |  |  |  |  |
| Claremont, Town of | 3 |  | 2 |  | 1 | 1 | 1 |  |  | 5 |
| Cockburn, City of | 7 | 1 |  |  | 1 | 2 |  |  | 1 | 5 |
| Cocos (Keeling) Islands, Shire of | 5 |  |  |  |  |  |  |  | 1 | 1 |
| Collie, Shire of | 1 |  |  |  |  | 1 |  |  |  | 1 |
| Coolgardie, Shire of | 1 |  |  |  |  |  |  |  |  |  |
| Coorow, Shire of | 1 |  |  |  |  |  |  |  |  |  |
| Cottesloe, Town of | 2 |  | 1 |  |  | 1 |  |  |  | 2 |
| Cunderdin, Shire of |  |  |  |  | 1 |  |  |  |  | 1 |
| Dardanup, Shire of | 3 |  | 1 |  | 1 | 1 |  |  |  | 3 |
| Denmark, Shire of | 2 | 1 |  |  | 1 |  |  |  |  | 2 |
| Donnybrook-Balingup, Shire of | 2 |  |  |  | 1 | 1 |  |  |  | 2 |
| Dumbleyung, Shire of | 1 |  |  |  |  | 1 |  |  |  | 1 |
| East Pilbara, Shire of | 1 |  |  |  |  |  |  |  |  |  |
| Esperance, Shire of | 1 |  |  | 1 |  |  |  |  |  | 1 |
| Fremantle, City of | 5 |  |  | 1 | 2 | 2 |  |  |  | 5 |
| Gingin, Shire of | 3 | 1 |  |  |  | 1 |  |  |  | 2 |
| Gosnells, City of | 10 | 1 | 4 | 2 | 1 | 3 |  |  |  | 11 |
| Harvey, Shire of | 3 |  |  |  |  | 3 |  |  |  | 3 |
| Joondalup, City of | 19 | 1 | 3 | 4 | 1 | 9 |  |  |  | 18 |
| Kalamunda, Shire of | 7 |  |  | 3 | 2 | 2 |  |  |  | 7 |
| Kalgoorlie-Boulder, City of |  |  | 1 |  |  |  |  |  |  | 1 |
| Karratha, City of | 5 |  | 1 |  |  |  |  |  |  | 1 |
| Kojonup, Shire of | 1 |  |  |  |  |  |  |  |  |  |
| Kwinana, City of | 1 |  |  | 1 |  |  |  |  |  | 1 |
| Mandurah, City of | 9 |  | 3 | 1 | 2 | 1 | 1 |  |  | 8 |
| Melville, City of | 15 | 1 | 2 | 2 | 4 | 4 | 1 |  |  | 14 |
| Mingenew, Shire of | 1 |  |  |  | 1 |  |  |  |  | 1 |
| Mosman Park, Town of | 1 |  |  |  |  | 1 |  |  |  | 1 |
| Mt. Marshall, Shire of | 1 | 1 |  |  |  |  |  |  |  | 1 |
| Mundaring, Shire of | 8 |  | 2 | 2 | 1 | 1 |  |  |  | 6 |



**Appendix 1 – Complaints Received and Finalised**

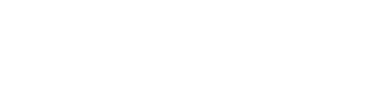




**Appendix 1 – Complaints Received and Finalised**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Complaints finalised at assessment** | | | | **Complaints finalised at investigation** | | |  | |
|  | **Total Complaints Received in 2015-16** | Issue not in jurisdiction | More appropriate body to handle complaint | Referred back to the public authority | Investigation not warranted | Resolved | Not sustained or cannot be determined | Discontinued | Withdrawn | **Total Complaints Finalised in 2015-16** |
| Murray, Shire of | 2 |  |  |  | 1 |  |  |  |  | 1 |
| Nedlands, City of | 4 |  |  |  |  | 3 |  |  |  | 3 |
| Northam, Shire of | 6 |  |  |  |  | 5 |  | 1 | 1 | 7 |
| Perth, City of | 14 | 1 | 8 | 1 | 1 | 1 |  |  |  | 12 |
| Port Hedland, Town of | 4 | 1 |  |  | 2 |  |  |  |  | 3 |
| Rockingham, City of | 11 | 1 | 2 |  |  | 7 |  |  |  | 10 |
| Serpentine Jarrahdale, Shire of | 3 |  |  | 1 |  | 2 |  |  |  | 3 |
| South Perth, City of | 8 |  | 2 | 1 |  | 5 |  |  |  | 8 |
| Stirling, City of | 32 | 4 | 2 | 2 | 7 | 12 |  |  |  | 27 |
| Subiaco, City of | 1 |  |  |  |  | 2 |  |  |  | 2 |
| Swan, City of | 12 |  |  |  | 4 | 7 |  |  |  | 11 |
| Toodyay, Shire of | 7 |  | 3 |  | 2 | 2 |  |  |  | 7 |
| Trayning, Shire of | 1 |  |  |  |  | 1 |  |  |  | 1 |
| Victoria Park, Town of | 5 |  | 1 | 2 |  | 2 |  |  |  | 5 |
| Vincent, City of | 7 |  | 1 |  |  | 4 | 1 |  |  | 6 |
| Wagin, Shire of | 1 |  |  |  |  |  |  |  |  |  |
| Wanneroo, City of | 12 |  | 2 | 4 | 2 | 2 |  |  |  | 10 |
| Waroona, Shire of | 2 |  |  |  |  | 1 |  |  |  | 1 |
| Wyndham-East Kimberley, Shire of | 1 |  |  |  |  |  |  |  |  |  |
| Yilgarn, Shire of | 1 |  |  | 1 |  |  |  |  |  | 1 |
| York, Shire of | 1 |  |  |  |  | 1 |  |  |  | 1 |
| **TOTAL LOCAL GOVERNMENT COMPLAINTS** | 300 | 15 | 50 | 36 | 43 | 111 | 4 | 1 | 5 | 265 |

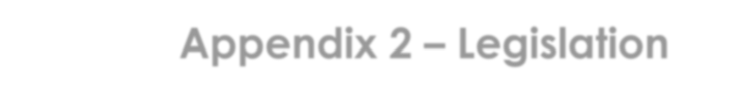
|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Complaints finalised at assessment** | | | | **Complaints finalised at investigation** | | |  | |
|  | **Total Complaints Received in 2015-16** | Issue not in jurisdiction | More appropriate body to handle complaint | Referred back to the public authority | Investigation not warranted | Resolved | Not sustained or cannot be determined | Discontinued | Withdrawn | **Total Complaints Finalised in 2015-16** |
| **UNIVERSITIES** | | | | | | | | | | |
| Curtin University | 48 |  | 3 | 10 | 11 | 11 | 6 |  | 3 | 44 |
| Edith Cowan University | 22 |  | 1 | 5 | 4 | 8 | 2 | 1 | 2 | 23 |
| Murdoch University | 10 | 1 | 1 | 1 | 2 | 6 | 1 |  |  | 12 |
| University of Western Australia | 6 |  |  |  | 3 | 3 |  |  |  | 6 |
| **TOTAL UNIVERSITIES** | 86 | 1 | 5 | 16 | 20 | 28 | 9 | 1 | 5 | 85 |



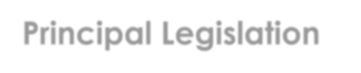
**Appendix 1 – Complaints Received and Finalised**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **AGENCIES OUT OF JURISDICTION** | | | | | | | | | | |
| Organisation not identified | 3 | 1 |  |  |  |  |  |  | 2 | 3 |
| Agencies out of jurisdiction | 592 | 124 | 470 |  |  |  |  |  |  | 594 |
| **TOTAL AGENCIES OUT OF JURISDICTION** | 595 | 125 | 470 |  |  |  |  |  | 2 | 597 |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TOTAL COMPLAINTS** | | | | | | | | | | |
| Total complaints about agencies in jurisdiction | 1368 | 50 | 186 | 209 | 256 | 516 | 40 | 5 | 28 | 1290 |
| Total complaints about agencies out of jurisdiction | 595 | 125 | 469 |  |  |  |  |  | 2 | 597 |
| **GRAND TOTAL** | 1963 | 175 | 656 | 209 | 256 | 516 | 40 | 5 | 30 | 1887 |

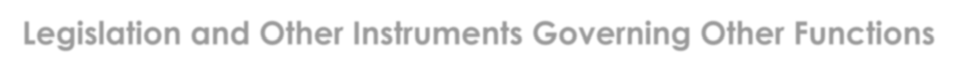


**Appendix 2 – Legislation**



**Principal Legislation**

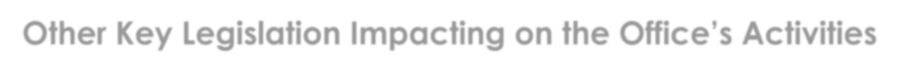
* [*Parliamentary Commissioner Act 1971*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_674_homepage.html)



**Legislation and Other Instruments Governing Other Functions**

|  |  |
| --- | --- |
| **Complaints and appeals by overseas students** | * [*National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*](https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx) |
| **Public Interest Disclosures** | * [*Public Interest Disclosure Act 2003*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_767_homepage.html) |
| **Complaints from residents of the Indian Ocean Territories** | * [*Indian Ocean Territories (Administration of Laws) Act 1992*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_445_homepage.html) * [*Christmas Island Act 1958*](http://www.comlaw.gov.au/Details/C2010C00814)(Commonwealth) * [*Cocos (Keeling) Islands Act 1955*](http://www.comlaw.gov.au/Details/C2010C00815)(Commonwealth) |
| **Complaints from persons detained under terrorism legislation** | * [*Terrorism (Preventative Detention) Act 2006*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_961_homepage.html) |
| **Inspection of Telecommunications Interception records** | * [*Telecommunications (Interception and Access) Act 1979* (Commonwealth)](http://www.comlaw.gov.au/series/C2004A02124) * [*Telecommunications (Interception and Access) Western Australia Act 1996*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_959_homepage.html) * *Telecommunications (Interception and Access) Western Australia Regulations 1996* |
| **Monitoring functions under the *Criminal Organisations Control Act*** | * [*Criminal Organisations Control Act 2012*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_13007_homepage.html) |
| **Monitoring of the Infringement Notices provisions of *The Criminal Code*** | * [*The Criminal Code*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_218_homepage.html) * [*Criminal Code Amendment (Infringement Notices) Act 2011*](https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_218_homepage.html) * [*Criminal Code (Infringement Notices) Regulations 2015*](https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_218_homepage.html) |

|  |  |
| --- | --- |
| [**Energy and Water**](http://www.ombudsman.wa.gov.au/energy/)[**Ombudsman**](http://www.ombudsman.wa.gov.au/energy/) | * [*Economic Regulation Authority Act 2003*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_281_homepage.html) * [*Electricity Industry Act 2004*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_287_homepage.html) * [*Energy Coordination Act 1994*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_299_homepage.html) * [*Water Services Act 2012*](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_12961_homepage.html) * [*Constitution of the Energy and Water Ombudsman (Western Australia) Limited*](http://www.ombudsman.wa.gov.au/ewowa/publications/charter.htm) * [*Charter of the Energy and Water Ombudsman (Western Australia) Limited*](http://www.ombudsman.wa.gov.au/ewowa/publications/charter.htm) |



**Other Key Legislation Impacting on the Office’s Activities**

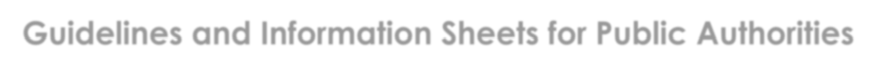
* + *Auditor General Act 2006;*
  + *Children and Community Services Act 2004;*
  + *Corruption, Crime and Misconduct Act 2003;*
  + *Disability Services Act 1993;*
  + *Equal Opportunity Act 1984;*



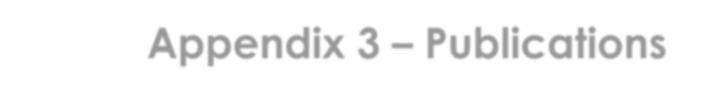
* + *Financial Management Act 2006;*
  + *Industrial Relations Act 1979;*

**Appendix 2 – Legislation**

* + *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.*



**Guidelines and Information Sheets for Public Authorities**



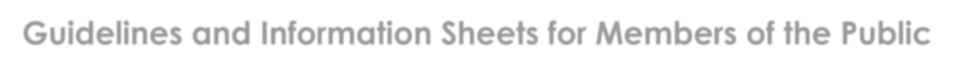
**Appendix 3 – Publications**

The following publications are available electronically on the Ombudsman’s website at [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au/) and in hard copy by request to [mail@ombudsman.wa.gov.au](mailto: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 * 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**

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| **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 |

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

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| **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](http://www.icg.wa.gov.au/) and via links from the [Ombudsman’s](http://www.ombudsman.wa.gov.au/) [website](http://www.ombudsman.wa.gov.au/): |
| * Integrity in decision making * [Conflicts of interest](http://www.icg.wa.gov.au/node/53) * Gifts, benefits and hospitality * Raising concerns - [taking action on integrity issues](http://www.icg.wa.gov.au/node/52) |



**Appendix 3 – Publications**

**238 Ombudsman Western Australia Annual Report 2015-16**