

## Key Performance Indicators

### Certification of Key Performance Indicators

For year ended 30 June 2019

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 Investigations' performance, and fairly represent the performance of the Parliamentary Commissioner for Administrative Investigations for the financial year ended 30 June 2019.



Alan Shaw  
**Chief Finance Officer**

22 August 2019



Chris Field  
**Accountable Authority**

22 August 2019

## 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	2014-15	2015-16	2016-17	2017-18	2018-19 Target	2018-19 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)	99	156	109	173	100	83

- (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 2018-19 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.

The 2018-19 actual number of improvements to practices and procedures of public authorities as a result of Ombudsman action (83) is lower than the 2018-19 target (100) as there are fluctuations in improvements from year to year, related to the number, nature and outcomes of investigations finalised by the Office in any given year.

## Key Efficiency Indicators

The Ombudsman's Key Efficiency Indicators relate to the following service:

*Resolving complaints about decision making of public authorities and improving the standard of public administration.*

Key Efficiency Indicators	2014-15	2015-16	2016-17	2017-18	2018-19 Target	2018-19 Actual
Percentage of allegations finalised within three months	98%	95%	94%	94%	<b>95%</b>	<b>95%</b>
Percentage of allegations finalised within 12 months	100%	100%	100%	100%	<b>100%</b>	<b>100%</b>
Percentage of allegations on hand at 30 June less than three months old	96%	93%	94%	92%	<b>90%</b>	<b>91%</b>
Percentage of allegations on hand at 30 June less than 12 months old	100%	100%	100%	100%	<b>100%</b>	<b>98%</b>
Average cost per finalised allegation (a)	\$1,857	\$1,886	\$1,889	\$1,879	<b>\$1,890</b>	<b>\$1,895</b>
Average cost per finalised notification of death (b)	\$18,983	\$18,597	\$16,731	\$17,438	<b>\$17,500</b>	<b>\$17,816</b>
Cost of monitoring and inspection functions (c)	NA	\$413,821	\$412,129	\$414,311	<b>\$415,000</b>	<b>\$415,648</b>

(a) This is the cost of complaint resolution services divided by the number of allegations finalised.

(b) This is the cost of undertaking the death review function divided by the number of notifications finalised.

(c) This is the cost of monitoring and inspection functions under relevant legislation.

### Comparison of Actual Results and Budget Targets

The 2018-19 actual results for the Key Efficiency Indicators met, or were comparable to, the 2018-19 target. Overall, 2018-19 actual results represent sustained efficiency of complaint resolution over the last five years.

The average cost per finalised allegation in 2018-19 (\$1,895) is comparable with the 2018-19 target (\$1,890) and the 2017-18 actual (\$1,879). Since 2007-08, the efficiency of complaint resolution has improved significantly with the average cost per finalised allegation reduced by a total of 36% from \$2,941 in 2007-08 to \$1,895 in 2018-19.

The average cost per finalised notification of death (\$17,816) is comparable with the 2018-19 target (\$17,500) and the 2017-18 actual (\$17,438).

The cost of monitoring and inspection functions (\$415,648) is comparable with the 2018-19 target (\$415,000) and the 2017-18 actual (\$414,311).