



Appendices

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Appendix 1 - Complaints Received and Finalised

	Total Complaints Received in 2019-20	Complaints finalised at assessment				Complaints finalised at investigation			Total Complaints Finalised in 2019-20
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Not sustained, cannot be determined, or discontinued	Withdrawn	
PUBLIC SECTOR									
Biodiversity, Conservation and Attractions, Department of	6	2	2		1		1		6
Central Regional TAFE					1				1
Chief Psychiatrist, Office of the	1								
Child and Adolescent Health Service	2		1		1				2
Communities, Department of	184	13	19	48	21	71	3	5	180
Department of Treasury	1		1						1
East Metropolitan Health Service	8	1	5			1	1		8
Education, Department of	26	2	6	2	8	10	2	2	32
Finance, Department of	10	1	1	3		1			6
Forest Products Commission	3	1		2					3
Fremantle Port Authority	2		2						2
Gold Corporation	1				1				1
Government Employees Superannuation Board	2		1		1				2
Health and Disability Services Complaints Office	10	1	1	2		5			9
Health Support Services	1				1				1
Health, Department of	10	2	4		3	1		1	11
Insurance Commission of Western Australia	6	2	1		2	1		1	7
Justice, Department of	327	14	46	57	88	132	3	10	350
Landcorp (WA Land Authority)	1		1						1
Landgate	8	3	2			4			9
Legal Aid WA	10	3		2	2	4			11
Legal Practice Board	3	1	1		1				3
Legal Profession Complaints Committee	5	1		1	3	1			6
Local Government, Sport and Cultural Industries, Department of	4	1	1		1	1			4
Lotteries Commission	1	1		1					2
Main Roads Western Australia	13	2	2	1	2	5	1		13
Metropolitan Cemeteries Board	2	1				1			2
Metropolitan Redevelopment Authority	1						1		1

	Total Complaints Received in 2019-20	Complaints finalised at assessment				Complaints finalised at investigation		Withdrawn	Total Complaints Finalised in 2019-20
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Not sustained, cannot be determined, or discontinued		
Mines, Industry Regulation and Safety, Department of	22	3	3	1	4	10	2	2	25
North Metropolitan Health Service	4		1	2	1		1		5
North Metropolitan TAFE	17	1	1	4	5	2		2	15
Planning, Lands and Heritage, Department of	10	5		1	3		1		10
Premier and Cabinet, Department of the	2		2						2
Primary Industries and Regional Development, Department of	6			3	2			1	6
Prisoners Review Board	5		2	2	2				6
Public Sector Commission	1	1							1
Public Transport Authority	12		2	1	3	8			14
SERCO - Acacia Prison	33		4	8	12	7			31
Small Business Development Corporation	1								1
Sodexo - Melaleuca Remand and Reintegration Facility ²	28		4	10	11	8			33
South Metropolitan Health Service	9		8	1		1			10
South Metropolitan TAFE	6			3		2			5
South Regional TAFE	1					1			1
State Supply Commission	1						1		1
Training and Workforce Development, Department of	1			1					1
Transport, Department of	57	6	5	8	9	18	1	3	50
Veterinary Surgeons' Board	1								1
WA Country Health Service	5		5			1			6
Water and Environmental Regulation, Department of	10	3	1	1	1	1	1	1	9
Water Corporation	1					1			1
Western Australia Police Force	132	9	45	34	19	18		8	133
Western Australian Electoral Commission	1								1
Western Power Corporation	3	1							1
Workcover	1	1	2						3
TOTAL PUBLIC SECTOR COMPLAINTS	1018	83	182	199	209	316	19	36	1044

² Sodexo ceased operating Melaleuca Remand and Reintegration Facility on 4 April 2020. After this date, the facility became Melaleuca Women's Prison and is operated by the Department of Justice.

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LOCAL GOVERNMENT									
Albany, City of	5			1	1	1			3
Armadale, City of	10			2	1	7			10
Ashburton, Shire of					1	1			2
Bassendean, Town of	1		1						1
Bayswater, City of	7			2	1	2			5
Belmont, City of	3							1	1
Boddington, Shire of	1				1				1
Boyup Brook, Shire of	1				1				1
Bunbury, City of	4				1	1			2
Busselton, City of	5		1			2		1	4
Cambridge, Town of	3	1						1	2
Canning, City of	5		3			3		1	7
Capel, Shire of	1					1			1
Carnarvon, Shire of	1		1						1
Christmas Island, Shire of	1		1						1
Claremont, Town of	2		1						1
Cockburn, City of	12	2	2	1		5	1		11
Coolgardie, Shire of	3	2	1						3
Coorow, Shire of	1					1			1
Cottesloe, Town of	1				1				1
Cranbrook, Shire of	1					1			1
Cuballing, Shire of	2	1				1			2
Cunderdin, Shire of	3			1		2			3
Dardanup, Shire of							1		1
Denmark, Shire of	2				1	1			2
Donnybrook / Balingup, Shire of	4			1	1				2
East Fremantle, Town of	1			1					1
East Pilbara, Shire of	1				1				1
Esperance, Shire of	2	1				1			2
Exmouth, Shire of	1								
Fremantle, City of	10	2	3	1	2	3			11
Gingin, Shire of	3					1	1	1	3
Goomalling, Shire of	1		1						1
Gosnells, City of	7	1			2	1			4
Halls Creek, Shire of	1					1			1
Harvey, Shire of	4	1	1	1		1			4
Joondalup, City of	12		3	1	4	4	1	1	14
Kalamunda, City of	4		1		1	1			3
Kalgoorlie / Boulder, City of	4	1		1	1				3
Karratha, City of	1		1						1
Katanning, Shire of	1					1			1
Kent, Shire of	1								
Kwinana, City of	5			1	1	2			4
Leonora, Shire of	1					1			1
Mandurah, City of	9	1	2			5		2	10
Manjimup, Shire of	4	1		1	1	1			4

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Melville, City of	16	1	3	1	1	7	3		16
Mindarie Regional Council	1								1
Moora, Shire of					1				1
Mosman Park, Town of	2		1	1					2
Mundaring, Shire of	7				4	3	1		8
Murray, Shire of	1	1						1	2
Nannup, Shire of	2	1					1		2
Narrogin, Shire of	1					1			1
Nedlands, City of	1					2			2
Northam, Shire of	2				1	2			3
Perth, City of	33		24	3	2	2	1		32
Port Hedland, Town of	1	1							1
Rockingham, City of	18	1	4	1	2	6	2	2	18
Serpentine / Jarrahdale, Shire of	4				1	1		1	3
South Perth, City of	7	1	1	1	2	4			9
Stirling, City of	21	1	6	2	5	9	1	1	25
Subiaco, City of	3		1			2			3
Swan, City of	14	1		1	3	8			13
Three Springs, Shire of	1					1			1
Toodyay, Shire of	2			1		1			2
Victoria Park, Town of	5		5						5
Victoria Plains, Shire of	2			1	1	1			3
Vincent, City of	15		9	1	1	3	1		15
Wanneroo, City of	20	5		3	2	13	1	1	25
Wyndham / East Kimberley, Shire of	1	1							1
York, Shire of	1					1			1
TOTAL LOCAL GOVERNMENT COMPLAINTS	333	28	77	31	49	119	15	14	333

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UNIVERSITIES									
Curtin University	36	1	2	1	2	10	16	6	38
Edith Cowan University	18		3	2	2	6	3	3	19
Murdoch University	11			3	3	1	2		9
University of Notre Dame	1		1						1
University of Western Australia	9	1	1			6	1		9
TOTAL UNIVERSITIES	75	2	7	6	7	23	22	9	76
AGENCIES OUT OF JURISDICTION									
Organisation not identified	4	2			2				4
Agencies out of jurisdiction	551	77	471						548
TOTAL AGENCIES OUT OF JURISDICTION	555	79	471		2				552
TOTAL COMPLAINTS									
Total complaints about agencies in jurisdiction	1426	113	266	236	265	458	56	59	1453
Total complaints about agencies out of jurisdiction	555	79	471		2				552
GRAND TOTAL	1981	192	737	236	267	458	56	59	2005

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 Providers of Education and Training to Overseas Students 2018</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> • <u>Telecommunications (Interception and Access) Western Australia Regulations 1996</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 disability.

Brochures and Posters

About the Ombudsman

- Ombudsman Western Australia Brochure
- Ombudsman Western Australia Summary Poster
- Ombudsman Western Australia Summary Brochure
- Ombudsman Western Australia Summary Postcard
- It’s OK to complain – Poster for Young People aged 5 – 10
- It’s OK to complain – Poster for Young People aged 10+
- Children and Young People Information Sheet
- ‘Have you got a problem?’ Information Sheet for Young People aged 5-10
- ‘Have you got a problem?’ Information Sheet for Young People aged 10+ (translated into 15 community languages)
- 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

Making a Complaint

- Making a complaint to the Ombudsman
- How to complain to the Ombudsman (in 15 community languages)
- Ombudsman Western Australia Summary Information Sheet
- 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 the handling of 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

- Integrity in 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
- 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
- Complaint Handling at Universities: Australasian Best Practice Guidelines

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

Local Government collection of overdue rates for people in situations of vulnerability:
Good Practice Guidelines