



Appendices

Appendix 1 – Complaints Received and Finalised

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Appendix 1 - Complaints Received and Finalised

	Total Complaints Received in 2020-21	Complaints finalised at assessment				Complaints finalised at investigation			Total Complaints Finalised in 2020-21
		Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained, cannot be determined, or discontinued	
PUBLIC SECTOR									
Agricultural Produce Commission	1				1				1
Biodiversity, Conservation and Attractions, Department of	7	1			2	1	1		5
Chief Psychiatrist, Office of the	1		1			1			2
Child and Adolescent Health Service	1		1						1
Communities, Department of	172	6	9	41	21	88	6	8	179
DevelopmentWA	3	1		1	1				3
East Metropolitan Health Service	15	1	10	2	2	1			16
Education, Department of	36	1	9	4	6	6	1	2	29
Finance, Department of	25	1	8	9	5	4		1	28
Fire and Emergency Services, Department of	5	1	1	1	1				4
Forest Products Commission	1					1			1
Fremantle Port Authority	2			1		1			2
Gold Corporation	1		1						1
Government Employees Superannuation Board (GESB)	6		5						5
Health and Disability Services Complaints Office	6	1	2	1	1	2			7
Health, Department of	37	1	5	7	4	5		1	23
Insurance Commission of Western Australia	10	1	3	2	1	3			10
Jobs, Tourism, Science and Innovation, Department of	1					1			1
Justice, Department of	293	16	33	87	64	73	1	11	285
Landgate	3			1		2			3
Legal Aid WA	8	2	1	1	1	4			9
Legal Practice Board	1				1				1
Legal Profession Complaints Committee	9	1	4		2	1	1		9
Local Government, Sport and Cultural Industries, Department of	8	2		2		2		1	7
Lotteries Commission	4			2	2				4
Main Roads Western Australia	23	1	6	2	3	5		2	19
Mental Health Commission	1		1						1

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Mental Health Tribunal	1	1							1	
Metropolitan Cemeteries Board	6	1			1	2	1	2	7	
Mines, Industry Regulation and Safety, Department of	46	3	5	6	10	17		3	44	
North Metropolitan Health Service	10		6	1		1			8	
North Metropolitan TAFE	8		1	3	2	2		1	9	
North Regional TAFE	2		1				1		2	
Planning, Lands and Heritage, Department of	8	1	2	1	2		1		7	
Premier and Cabinet, Department of the	2			1	1				2	
Primary Industries and Regional Development, Department of	10	1	2	4	1	1			9	
Prisoners Review Board	4			1	1				2	
Public Sector Commission	1	1							1	
Public Transport Authority	15		4			10		1	15	
SERCO - Acacia Prison	41		12	12	6	12		1	43	
Small Business Development Corporation	3			1	1	2			4	
South Metropolitan Health Service	9		4	1	1			1	7	
South Metropolitan TAFE	5		1	1	1	2			5	
South Regional TAFE	1			1					1	
Teacher Registration Board	2		1					1	2	
Training and Workforce Development, Department of	2						2		2	
Transport, Department of	64	2	4	18	7	26	1	1	59	
Treasury, Department of	1				1				1	
Veterinary Surgeons' Board						1			1	
WA Country Health Service	10		6	2	1				9	
Water and Environmental Regulation, Department of	9	1	1		4	1	2		9	
Water Corporation	2		1		1				2	
Western Australia Police Force	146	6	33	70	11	16	2	4	142	
Western Australian Electoral Commission	1	1							1	
Workcover	3		1		1				2	
TOTAL PUBLIC SECTOR COMPLAINTS	1092	55	185	287	171	293	1	20	41	1053

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LOCAL GOVERNMENT										
Albany, City of	5	1		1	1	2		2		7
Armadale, City of	12			3		10				13
Ashburton, Shire of	1									
Augusta / Margaret River, Shire of	3				2					2
Bayswater, City of	14	1	5	1	1	6				14
Belmont, City of	5				3	2		1	1	7
Boddington, Shire of	2	1	1							2
Boyup Brook, Shire of	1	1								1
Bridgetown / Greenbushes, Shire of	1				1					1
Brookton, Shire of	1					1				1
Broomehill, Shire of	1					1				1
Bunbury, City of	2				1	3				4
Busselton, City of	2				1			2		3
Cambridge, Town of	9	1	3	1	2	3				10
Canning, City of	5	1	1	2		1		1		6
Capel, Shire of	2			1	1					2
Carnarvon, Shire of	1		1							1
Chapman Valley, Shire of	1		1							1
Claremont, Town of						1				1
Cockburn, City of	13	1	2	1	3	7		1		15
Coolgardie, Shire of	1								1	1
Cottesloe, Town of	3		2			1				3
Cranbrook, Shire of	1					1				1
Dalwallinu, Shire of	1		1							1
Dandaragan, Shire of	1					1				1
Dardanup, Shire of	1			1						1
Denmark, Shire of	3		1			1				2
Derby / West Kimberley, Shire of	1									
Donnybrook / Balingup, Shire of	1		1			1		1		3
Dundas, Shire of	1		1							1
East Fremantle, Town of	3			1		1				2
East Pilbara, Shire of	1					1				1
Exmouth, Shire of			1							1
Fremantle, City of	11			1	1	5		3	1	11
Gingin, Shire of	1		1							1
Goomalling, Shire of	1	1								1
Gosnells, City of	2					3				3
Greater Geraldton, City of	1					1				1
Harvey, Shire of	11	4			2	4				10
Joondalup, City of	14		4	1	6	2			1	14
Kalamunda, City of	5		2			4				6
Kalgoorlie / Boulder, City of	3	1	1			2			1	5
Katanning, Shire of	2					1				1
Kellerberin, Shire of	1		1							1
Kent, Shire of	1			1		1				2
Kwinana, City of	4	1			1	3				5

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Laverton, Shire of	1		1						1
Mandurah, City of	6	1	2	1	1	1			6
Melville, City of	18	1	3	1	5	2	3	1	16
Merredin, Shire of	1		1						1
Mindarie Regional Council			1						1
Moora, Shire of	1						1		1
Mosman Park, Town of	1			1					1
Mt. Magnet, Shire of	1					1			1
Mt. Marshall, Shire of	1					1			1
Mukinbudin, Shire of	1			1					1
Mundaring, Shire of	7		1	1	2	2			6
Murray, Shire of	3			1	1	1			3
Narrogin, Shire of	2					2			2
Nedlands, City of	3	1			1				2
Northam, Shire of	3			1					1
Perth, City of	19		12	2	3	2		1	20
Plantagenet, Shire of	2					1			1
Ravensthorpe, Shire of	1		1						1
Rockingham, City of	9		3	2		3		1	9
Serpentine / Jarrahdale, Shire of	8	1	2	1	1	4			9
South Perth, City of	11	1		1	1	6	1		10
Stirling, City of	21	2	3		4	6	1	1	17
Subiaco, City of	6	1	1		1	2		1	6
Swan, City of	14	1			4	7	1		13
Toodyay, Shire of	2		1						1
Victoria Park, Town of	2		1			1			2
Victoria Plains, Shire of	2	1		1					2
Vincent, City of	12		2	1	3	2		1	9
Wagin, Shire of	1		1						1
Wanneroo, City of	26	4	6	6	1	5		3	25
Wiluna, Shire of	1			1					1
York, Shire of	4		1		1	3			5
TOTAL LOCAL GOVERNMENT COMPLAINTS	346	28	72	38	55	120	20	14	347

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UNIVERSITIES										
Curtin University	27	1	2	4	7	8		7		29
Edith Cowan University	22	1	1	1	7	1		7	1	19
Murdoch University	8	1	1	3	1	1		2		9
University of Western Australia	27	1	2	4	7	5		10		29
TOTAL UNIVERSITIES	64	3	5	12	16	8		19	1	64
AGENCIES OUT OF JURISDICTION										
Organisation not identified	10	2	4		1				1	8
Agencies out of jurisdiction	607	80	508						2	590
TOTAL AGENCIES OUT OF JURISDICTION	617	82	512		1				3	598
TOTAL COMPLAINTS										
Total complaints about agencies in jurisdiction	1502	86	262	337	242	428	1	52	56	1464
Total complaints about agencies out of jurisdiction	617	82	512		1				3	598
GRAND TOTAL	2119	168	774	337	243	428	1	52	59	2062

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 18 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

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