

## Ombudsman's Overview

The Ombudsman investigates and resolves complaints from Western Australians. In 2021-22, we received 15,815 contacts from Western Australian citizens, comprised of 13,482 enquiries and 2,333 complaints.

Complaints must be resolved effectively and efficiently. In the last year, 97% of complaints were resolved within three months. The average age of complaints as at 30 June 2007 was 173 days. As at 30 June 2022, it is 37 days. In that same time, the cost of resolving complaints has reduced by 41%, from \$2,941 in 2007-08 to \$1,749 in 2021-22.



A vital role undertaken by the Ombudsman is the review of certain child deaths and family and domestic violence fatalities. In 2021-22, we made ten recommendations about ways to prevent or reduce child deaths and family and domestic violence fatalities. Timely review processes have resulted in 67% of all reviews being completed within six months.

At the completion of investigations and reviews, the Ombudsman has the power to make recommendations. In 2021-22, for the fifteenth consecutive year, 100% of my recommendations were accepted.

The Ombudsman serves all Western Australians living and working in our vast State. To enhance awareness of, and accessibility to, our services by Aboriginal Western Australians and those living or working in the regions, we visited the East Kimberley in August 2021 and West Kimberley in October 2021, as well as a range of other engagement and collaboration initiatives.

In May 2021, I commenced my four-year term as President of the International Ombudsman Institute (**the IOI**) at the Closing Ceremony of the 12th quadrennial World Conference of the IOI held (virtually) in Dublin. The IOI represents 205 Ombudsman institutions from more than 100 countries. This marks the first time in the 43-year history of the IOI that an Australian has been elected President. It was also the first time a President was elected by a vote open to all members of the IOI. Historically, the President was elected by a majority vote of the World Board of the IOI.

During the year, I have had the extraordinary privilege of working with my deeply valued colleagues on the IOI World Board, fellow Ombudsmen, Public Protectors, and Human Rights Commissioners from all around the world, the IOI Secretary General and IOI Secretariat staff. I have been involved in a range of initiatives to advance the protection and promotion of human rights, good governance and the rule of law. This work is set out in detail in the Annual Report.

As President, I am also deeply committed to advancing the strategic, investment, trade and jobs interests, and cultural relationships, of Western Australia globally, and particularly in the Asia Pacific, a region so vital to Western Australian interests.

I take this opportunity to express my deep gratitude for the tireless contributions of my outstanding staff team. Their level of professionalism, integrity and commitment to public service continues to be of the very highest order.

The Ombudsman serves Parliament and its Committees. I consider it the highest honour to serve as an officer of the Parliament and a great privilege to present to Parliament the report of our work in 2021-22.



Chris Field  
**OMBUDSMAN**