

## Performance Management Framework

The Ombudsman's performance management framework is consistent with the Government goal of *Safe, Strong and Fair Communities: Supporting our local and regional communities to thrive*.

### Desired Outcomes of the Ombudsman's Office

The public sector of Western Australia is accountable for, and is improving the standard of administrative decision making and practices, and relevant entities are accountable for, and are, preventing, notifying and dealing with reportable conduct.

### Key Effectiveness Indicators

- Where the Ombudsman made recommendations to improve practices or procedures, the percentage of recommendations accepted by agencies.
- Number of improvements to practices or procedures as a result of Ombudsman action.
- Where the Ombudsman made recommendations regarding reportable conduct, the percentage of recommendations accepted by relevant entities.
- Number of actions taken by relevant entities to prevent reportable conduct.

### Service Provided by the Ombudsman's Office

Resolving complaints about the decision making of public authorities, improving the standard of public administration, and to oversee and monitor that relevant entities are accountable for, and are, preventing, notifying and dealing with Reportable Conduct.

### Key Efficiency Indicators

- Percentage of allegations finalised within three months.
- Percentage of allegations finalised within 12 months.
- Percentage of allegations on hand at 30 June less than three months old.
- Percentage of allegations on hand at 30 June less than 12 months old.
- Average cost per finalised allegation.
- Average cost per finalised notification of death.
- Average cost per notification of reportable conduct.
- Cost of monitoring and inspection functions.