

30 June 2024

Key Performance Indicators

Certification of Key Performance Indicators

For year ended 30 June 2024

I 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 2024.



David Robinson

DEPUTY OMBUDSMAN

Acting as the Ombudsman under section 6A of the *Parliamentary Commissioner Act 1971*

09 August 2024

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 and practices, and relevant entities are accountable for, and are, preventing, notifying and dealing with reportable conduct.

Key Effectiveness Indicators	2019-20	2020-21	2021-22	2022-23	2023-24 Target	2023-24 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)	72	109	57	75	100	40
Where the Ombudsman made recommendations regarding reportable conduct, the percentage of recommendations accepted by relevant entities (c)	Not applicable - the new Reportable Conduct function commenced on 1 January 2023			Not applicable	100%	Not applicable
Number of actions taken by relevant entities to prevent reportable conduct (d)	Not applicable - the new Reportable Conduct function commenced on 1 January 2023			26	51	97

- 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.
- 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.
- For relevant entity responses each year, the percentage of recommendations regarding reportable conduct that were accepted by the relevant entity.
- For relevant entity responses each year, the number of actions to prevent reportable conduct taken by relevant entities as a result of the Ombudsman's involvement.

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 2023-24 target.

The 2023-24 actual number of improvements to practices and procedures of public authorities as a result of Ombudsman action (40) is less than the 2023-24 target (100) and the 2022-23 actual (75) 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.

The Reportable Conduct Scheme (the Scheme) for Western Australia commenced on 1 January 2023. There were no recommendations made regarding reportable conduct

in 2023-24, the first full year of the operation of the Reportable Conduct Scheme. The Office's role has been primarily educative, with focus on engaging with agencies to inform them of their reporting and investigation obligations under the Scheme and guide them on drafting and implementing appropriate administrative policies and procedures, prior to undertaking a compliance phase of making recommendations for administrative improvements to already existing systems.

The 2023-24 actual number of actions taken by relevant entities to prevent reportable conduct (97) is more than the 2023-24 target (51) and the 2022-23 actual (26) as this 2023-24 was first full year of the operation of the Reportable Conduct Scheme.

Key Efficiency Indicators

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

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	2019-20	2020-21	2021-22	2022-23	2023-24 Target	2023-24 Actual
Percentage of allegations finalised within three months	95%	96%	97%	96%	95%	95%
Percentage of allegations finalised within 12 months	100%	100%	100%	100%	100%	100%
Percentage of allegations on hand at 30 June less than three months old	92%	87%	96%	93%	90%	88%
Percentage of allegations on hand at 30 June less than 12 months old	99%	100%	100%	100%	100%	100%
Average cost per finalised allegation (a)	\$1,858	\$1,885	\$1,749	\$1,547	\$1,890	\$1,314
Average cost per finalised notification of death (b)	\$17,926	\$17,565	\$17,097	\$8,415	\$14,655	\$11,571
Average cost per notification of reportable conduct (c)	Not applicable - the new Reportable Conduct function commenced on 1 January 2023			\$6,027	\$6,000	\$3,687
Cost of monitoring and inspection functions (d)	\$408,008	\$407,486	\$516,576	\$735,183	\$1,168,000	\$1,000,679

- 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 reportable conduct services divided by the number of notifications received.
- d) This is the cost of monitoring and inspection functions under relevant legislation.

Comparison of Actual Results and Budget Targets

The 2023-24 actual results for timeliness Key Efficiency Indicators met or were close to the 2023-24 target.

The 2023-24 actual average cost per finalised allegation (\$1,314) is lower than the 2023-24 target (\$1,890) and 2022-23 actual (\$1,547) due to increased efficiencies driven by staff vacancies.

The 2023-24 actual average cost per finalised notification of death (\$11,571) is lower than the 2023-24 target (\$14,655) but higher than the 2022-23 actual (\$8,415) as a result of the Ombudsman concluding a program to finalise a number of notifications received since the commencement of a new jurisdiction to review all child deaths that occur in Western Australia. This resulted in an increase in the number of notifications finalised in 2022-23, and a subsequent reduction in the average cost per notification, which, as predicted by the 2023-24 target, increased to a level expected for the volume of notifications going forward.

The 2023-24 actual cost per notification of reportable conduct (\$3,687) is less than the 2023-24 target (\$6,000) and the 2022-23 actual (\$6,027) as a result of higher number of notifications received in 2023-24, the full year of the Scheme's operation.

The 2023-24 actual cost of monitoring and inspection functions (\$1,000,679) is less than the 2023-24 target (\$1,168,000) and higher than 2022-23 actual (\$735,183) as a result of the commencement of, and funding for, a new function for the Ombudsman under amendments to the *Liquor Control Act 1988* which commenced part-way through 2022-23.