



Appendices

[Appendix 1 – Complaints Received and Finalised](#)

[Appendix 2 – Legislation](#)

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Appendix 1 – Complaints Received and Finalised

		Complaints finalised at assessment				Complaints finalised at investigation				
		Total Complaints Received in 2023-24	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										
Biodiversity, Conservation and Attractions, Department of	10	2	1	2	2	3				10
Central Regional TAFE	1		2							2
Child and Adolescent Health Service	6		5	1						6
Communities, Department of	275	15	20	66	29	136		3	5	274
Construction Training Fund	1					1				1
Department of Energy, Mines, Industry Regulation and Safety	26	2	9	5	3	6			2	27
DevelopmentWA	1									
East Metropolitan Health Service	17	2	13	1					1	17
Economic Regulation Authority			1							1
Education, Department of	52	2	11	6	7	15				41
Finance, Department of	17		3		1	7			3	14
Fire and Emergency Services, Department of	2			1				1	1	3
Fremantle Port Authority	2	1								1
Gold Corporation	3	1		1		1				3
Government Employees Superannuation Board (GESB)	1		1							1
Health and Disability Services Complaints Office	12	2		5	2	2				11
Health, Department of	8	2	5			4				11
Horizon Power	1					1				1
Insurance Commission of Western Australia	7		4	1	1	3				9
Jobs, Tourism, Science and Innovation, Department of	5	2	1	2						5
Justice, Department of	247	13	50	69	34	63		1	6	236
Landgate	7	1	1	2	3	2			1	10
Legal Aid WA	6			3	2	1				6
Legal Practice Board	12			3	3	2		1		9
Legal Services and Complaints Committee	3	1		1		2				4
Local Government, Sport and Cultural Industries, Department of	3		1	1						2

	Total Complaints Received in 2023-24	Complaints finalised at assessment				Complaints finalised at investigation			Withdrawn	Total Complaints Finalised in 2023-24
		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		
Lotteries Commission	2		1							1
Main Roads Western Australia	13	3	5	1	2	2				13
Mental Health Commission	1			1						1
Mental Health Tribunal	1									
Metropolitan Cemeteries Board	5	1	1			1		1		4
North Metropolitan Health Service	14		8	1	3	3				15
North Metropolitan TAFE	5			2	2	1		1		6
Planning, Lands and Heritage, Department of	15	3	3	3	3	2		1		15
Primary Industries and Regional Development, Department of	6	1	3	1	3			1		9
Prisoners Review Board	1		1							1
Public Advocate	24	1	1	11	4	3				20
Public Transport Authority	20		4	2	1	12				19
Public Trustee	56	5	5	18	12	10			2	52
Radiological Council	1					1				1
SERCO - Acacia Prison	29	4	5	11	4	6				30
Small Business Development Corporation	10	1		1	1	12				15
South Metropolitan Health Service	12	1	9		1					11
South Metropolitan TAFE	6		1	4					1	6
South Regional TAFE	2		1							1
Teacher Registration Board	1				1					1
Training Accreditation Council			1							1
Training and Workforce Development, Department of	2			1	1					2
Transport, Department of	81	4	8	19	10	34			5	80
Veterinary Practice Board of Western Australia	2		1			1				2
WA Country Health Service	8		6	1	1	1				9
Water and Environmental Regulation, Department of	14	2	1	5	3	1			1	13
Western Australia Police Force	126	9	40	52	9	11				121
Western Australian Electoral Commission	2	1			1					2
Western Power Corporation	1			1						1
Workcover	4		1	1	1				1	4
TOTAL PUBLIC SECTOR COMPLAINTS	1,189	82	234	306	150	350	0	10	29	1,161

	Total Complaints Received in 2023-24	Complaints finalised at assessment				Complaints finalised at investigation			Total Complaints Finalised in 2023-24	
		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		Withdrawn
LOCAL GOVERNMENT										
Albany, City of	2			1						1
Armadale, City of	9			4	2	3				9
Ashburton, Shire of	1									
Augusta / Margaret River, Shire of	6	1	1	1	1			1		5
Bassendean, Town of	3			1		2				3
Bayswater, City of	12		4	1	2	3				10
Belmont, City of	10		1	4		4			1	10
Beverley, Shire of	1			1						1
Bridgetown / Greenbushes, Shire of						1				1
Broome, Shire of	1			1						1
Bruce Rock, Shire of	1			1						1
Bunbury, City of	3		1	1		1				3
Busselton, City of	8		2	2		2				6
Cambridge, Town of	3					4				4
Canning, City of	4			2		1				3
Carnarvon, Shire of	1					1				1
Chittering, Shire of	2			1	1	1				3
Claremont, Town of	1	1								1
Cockburn, City of	11	3	2	1		3		2		11
Cocos (Keeling) Islands, Shire of	6	1		2		3				6
Coolgardie, Shire of	2					1				1
Corrigin, Shire of			1							1
Cottesloe, Town of	4	1	1		1	2				5
Dandaragan, Shire of	2				1			1		2
Dardanup, Shire of	1								1	1
Denmark, Shire of	2		1							1
Donnybrook / Balingup, Shire of	1									
East Fremantle, Town of	1	1								1
East Pilbara, Shire of	2		2							2
Esperance, Shire of	1		1							1
Exmouth, Shire of						1				1
Fremantle, City of	11		6	2	1	4				13
Gingin, Shire of	2	1		1						2
Gosnells, City of	8			3	1	5				9
Greater Geraldton, City of	5		2			2				4
Harvey, Shire of	1									
Joondalup, City of	10	2	1	2	1	8		1		15
Kalamunda, City of	11	1	2	1	3					7
Kalgoorlie / Boulder, City of	3		1	2						3
Karratha, City of						1				1
Kondinin, Shire of	1				1					1
Kwinana, City of	5		1	1	2					4
Mandurah, City of	10		6	2	1	2				11
Meekatharra, Shire of	2			1		1				2
Melville, City of	8		4			3				7
Mosman Park, Town of						1				1

	Total Complaints Received in 2023-24	Complaints finalised at assessment				Complaints finalised at investigation			Withdrawn	Total Complaints Finalised in 2023-24
		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		
Mt. Marshall, Shire of	1					1				1
Mundaring, Shire of	5			1		4			1	6
Murray, Shire of	2	1			1					2
Narrogin, Shire of						1				1
Nedlands, City of	3	1	2			2				5
Northam, Shire of	4	1		2		1				4
Northampton, Shire of	1		1							1
Perth, City of	20		16	2	2					20
Plantagenet, Shire of	1			1		1				2
Port Hedland, Town of	1			1		1				2
Ravensthorpe, Shire of			1							1
Rockingham, City of	7	1	3	1	3	2			1	11
Serpentine / Jarrahdale, Shire of	3		2		1					3
Shark Bay, Shire of	2		1							1
South Perth, City of	8	1	2			4				7
Stirling, City of	32	1	6	3	3	13			1	27
Subiaco, City of	1		1			1				2
Swan, City of	26	1	5	4	3	9		2		24
Three Springs, Shire of	1			1						1
Toodyay, Shire of	2		1	1	2					4
Victoria Park, Town of	10	1	1	1	4	5				12
Vincent, City of	5		3	1	1					5
Wanneroo, City of	11		3		2	6				11
York, Shire of	1	1								1
TOTAL LOCAL GOVERNMENT COMPLAINTS	325	21	88	58	40	111	0	7	5	330

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UNIVERSITIES										
Curtin University	37	4	2	8	5	5		7	2	33
Edith Cowan University	31	1	2	9	8	3		8	1	32
Murdoch University	11		1	2	4	3				10
University of Notre Dame	2	2								2
University of Western Australia	20		3	6	4	3		6	3	25
TOTAL UNIVERSITIES	101	7	8	25	21	14	0	21	6	102

AGENCIES OUT OF JURISDICTION										
Organisation not identified	2				3					3
Agencies out of jurisdiction	820	98	723							821
TOTAL AGENCIES OUT OF JURISDICTION	822	98	723		3					824

TOTAL COMPLAINTS										
Total complaints about agencies in jurisdiction	1,615	110	330	389	211	475		38	40	1593
Total complaints about agencies out of jurisdiction	822	98	723		3					824
GRAND TOTAL	2,437	208	1,053	389	214	475	0	38	40	2417

Appendix 2 – Legislation

Principal Legislation

- Parliamentary Commissioner Act 1971

Legislation and Other Instruments Governing Other Functions

Charitable Trusts	<ul style="list-style-type: none"> • <u>Charitable Trusts Act 2022</u>
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>
Scrutiny of police powers in relation to unlawful consorting and prohibited insignia	<ul style="list-style-type: none"> • <u>Criminal Law (Unlawful Consorting and Prohibited Insignia) Act 2021</u>
Scrutiny of powers in relation to Protected Entertainment Precincts	<ul style="list-style-type: none"> • <u>Liquor Control Act 1988</u>

Energy and Water Ombudsman	<ul style="list-style-type: none"> • <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>
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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;*
- *Economic Regulation Authority Act 2003;*
- *Equal Opportunity Act 1984;*
- *Financial Management Act 2006;*
- *Industrial Relations Act 1979;*
- *Minimum Conditions of Employment Act 1993;*
- *Procurement Act 2020;*
- *Public Sector Management Act 1994;*
- *Royal Commissions Act 1968;*
- *Salaries and Allowances Act 1975;*
- *State Records Act 2000;* and
- *Work Health and Safety Act 2020.*