

Summary of Performance

Key Performance Indicators

Key Effectiveness Indicators

The Ombudsman aims to improve decision making and administrative practices in public authorities. The Office does this by investigating and resolving complaints, reviews of certain child deaths and family and domestic violence fatalities, and own motion investigations. Improvements may occur through actions identified and implemented by agencies as a result of the Ombudsman's investigations and reviews, or as a result of the Ombudsman making specific recommendations and suggestions.

Key Effectiveness Indicators are the percentage of these recommendations and suggestions accepted by public authorities and the number of improvements that occur as a result of Ombudsman action.

Key Effectiveness Indicators	2022-23	2023-24 Target	2023-24 Actual	Variance from Target
Where the Ombudsman made recommendations to improve practices or procedures, the percentage of recommendations accepted by agencies (a)	100%	100%	100%	-
Number of improvements to practices or procedures as a result of Ombudsman action (b)	75	100	40	(60)
Where the Ombudsman made recommendations regarding reportable conduct, the percentage of recommendations accepted by relevant entities (c)	Not applicable	100%	Not applicable	Not applicable
Number of actions taken by relevant entities to prevent reportable conduct (d)	26	51	97	46

Another important role of the Ombudsman is to enable remedies to be provided to people who make complaints to the Office where service delivery by a public authority may have been inadequate. The remedies may include reconsideration of decisions, more timely decisions or action, financial remedies, better explanations and apologies.

In 2023-24, there were 209 remedies provided by public authorities to assist the individual who made a complaint to the Ombudsman.

Key Efficiency Indicators

Key Efficiency Indicators	2022-23	2023-24 Target	2023-24 Actual	Variance from Target
Percentage of allegations finalised within three months	96%	95%	95%	-
Percentage of allegations finalised within 12 months	100%	100%	100%	-
Percentage of allegations on hand at 30 June less than three months old	93%	90%	88%	(2%)
Percentage of allegations on hand at 30 June less than 12 months old	100%	100%	100%	-
Average cost per finalised allegation (a)	\$1,547	\$1,890	\$1,314	(576)
Average cost per finalised notification of death (b)	\$8,415	\$14,655	\$11,571	(3,084)
Average cost per notification of reportable conduct (c)	\$6,027	\$6,000	\$3,687	(2,313)
Cost of monitoring and inspection functions (d)	\$735,183	\$1,168,000	\$1,000,679	(167,321)

For further details, see the [Key Performance Indicator section](#).

Summary of Financial Performance

	2022-23 Actual ('000s)	2023-24 Target ('000s)	2023-24 Actual ('000s)	Variance from Target ('000s)
Total cost of services	\$12,611	15,620	14,205	(1,415)
Income other than income from State Government	\$2,685	2,745	2,711	(34)
Net cost of services	\$9,926	12,875	11,494	(1,381)
Net increase/(decrease) in cash and cash equivalents	\$1,229	20	2,008	1,988
Total equity	\$1,524	808	3,062	2,254

The variation mainly relates to an underspend in expenditure. Further explanations are contained in Note 9 'Explanatory Statement' to the [Financial Statements](#).