

Appendices

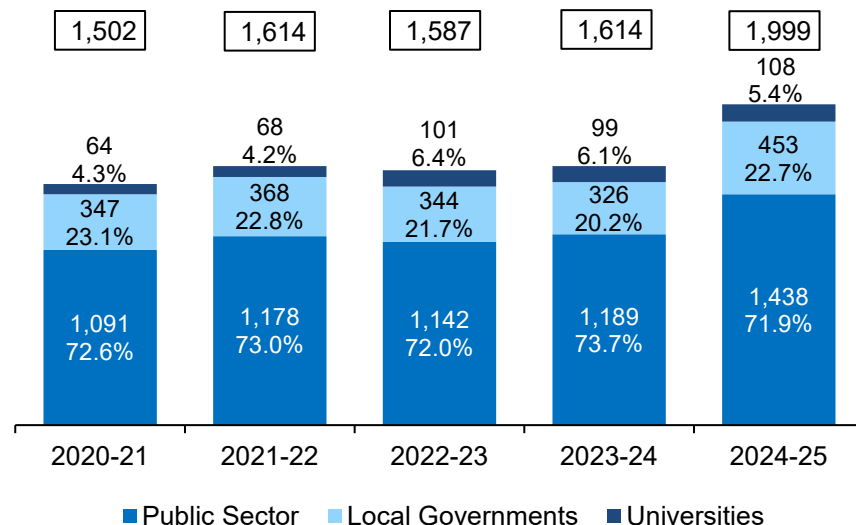


We visited Kalgoorlie and
Kambalda in the Goldfields
Region in August 2024.

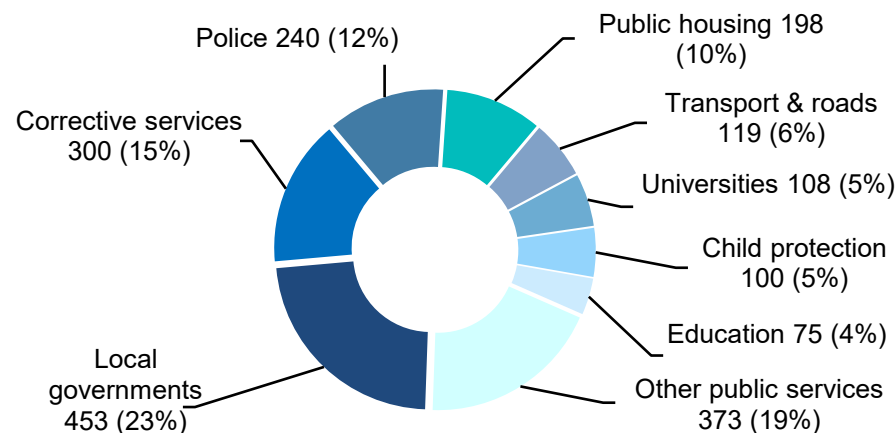
Image credit: Tourism WA

Appendix 1 – Complaints by government service

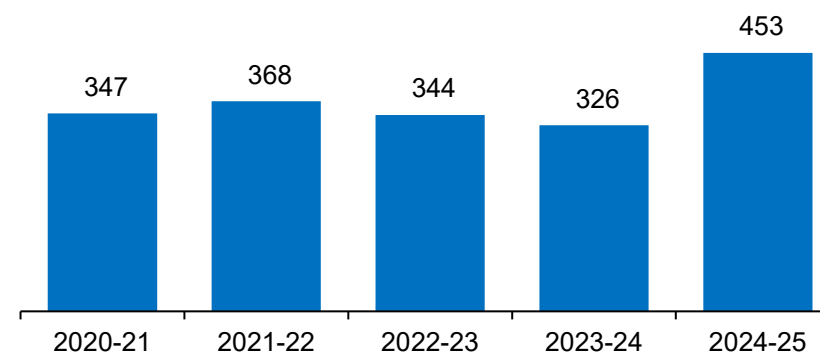
Complaints Received in the last 5 years



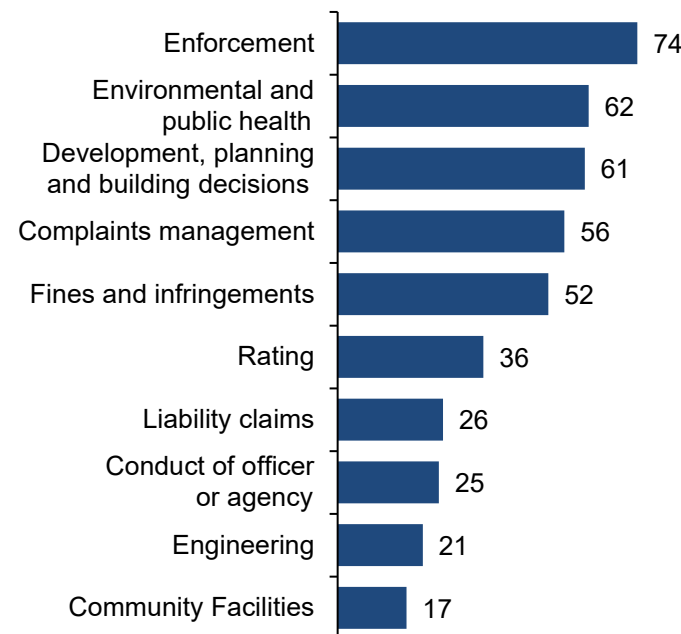
Complaints in 2024-25 by government service



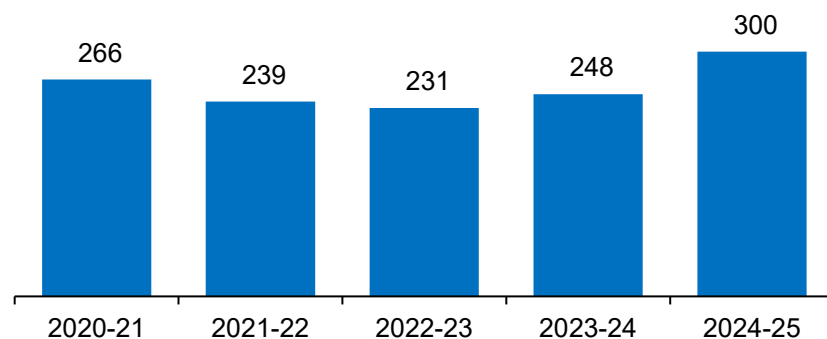
Local government complaints received



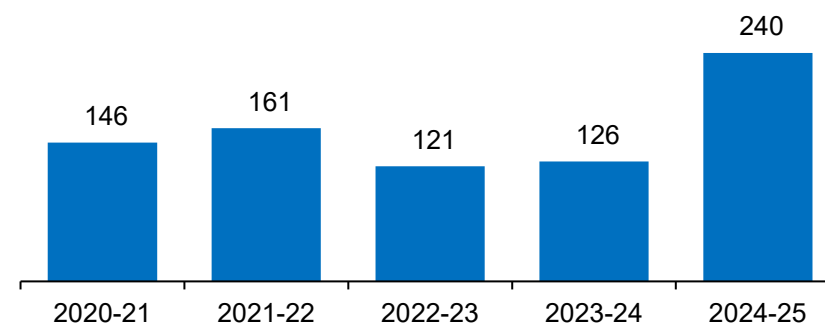
Main local government issues in 2024-25



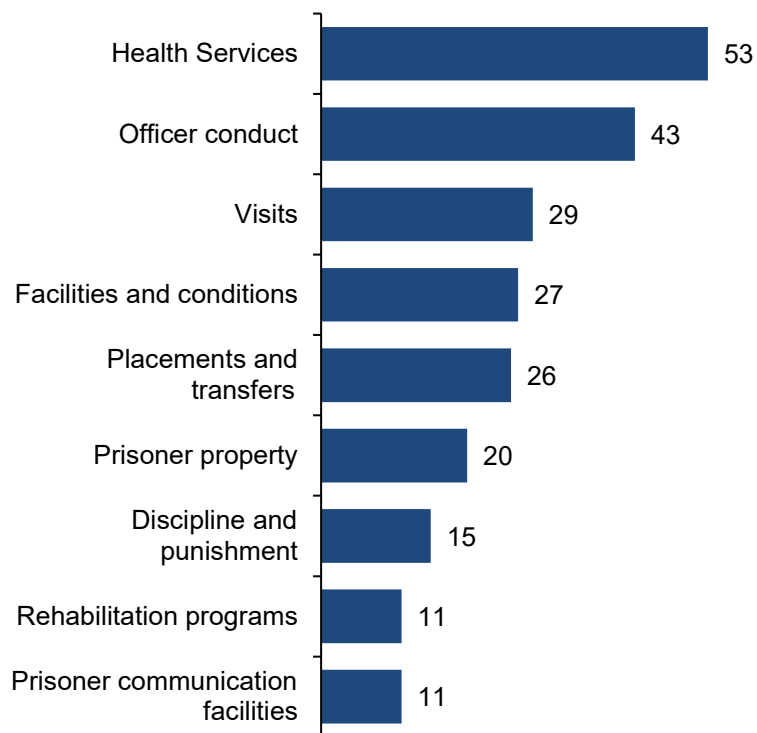
Corrective services complaints received



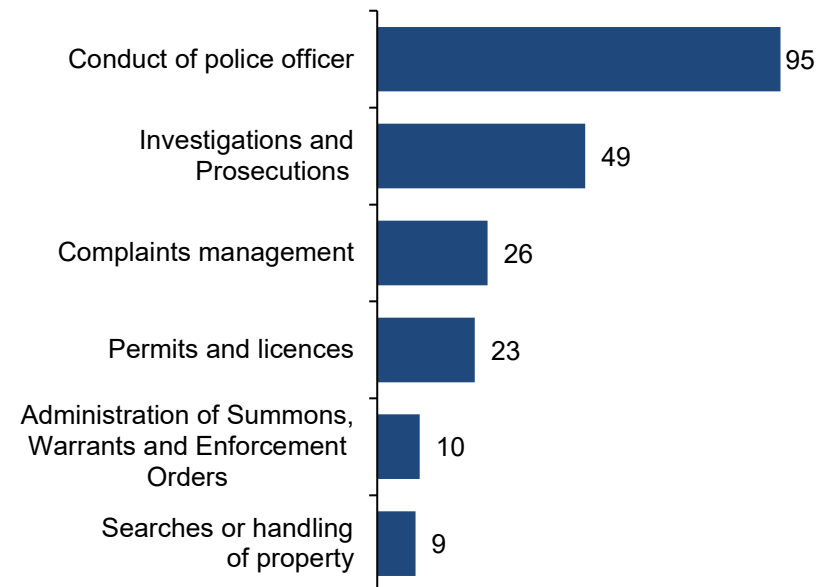
Police complaints received



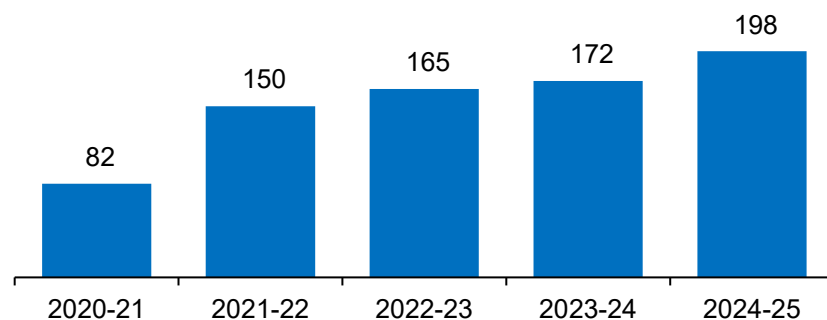
Main corrective services issues in 2024-25



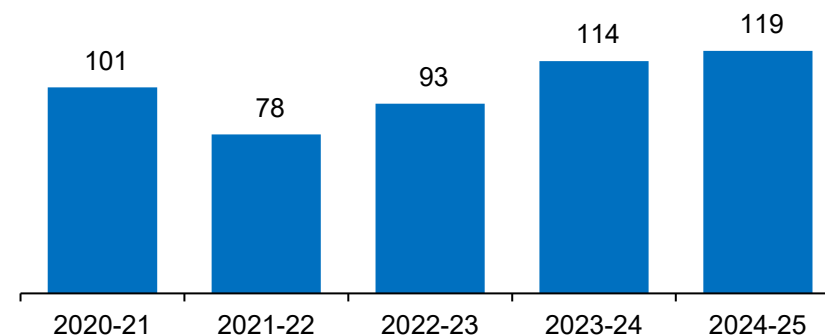
Main police issues in 2024-25



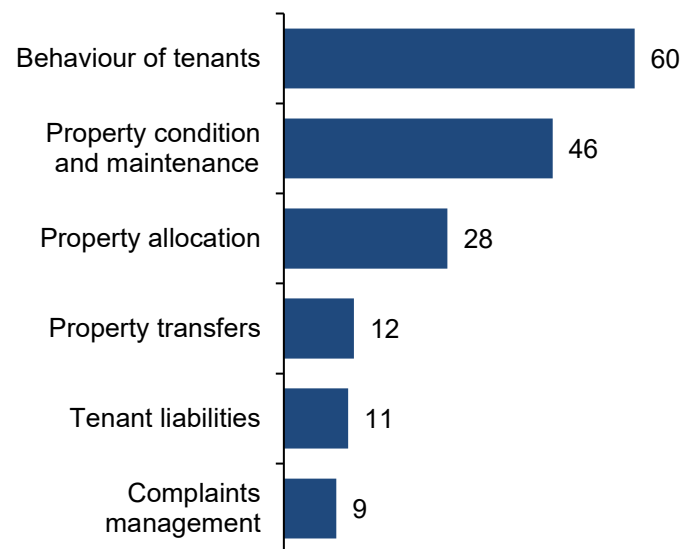
Public housing complaints received



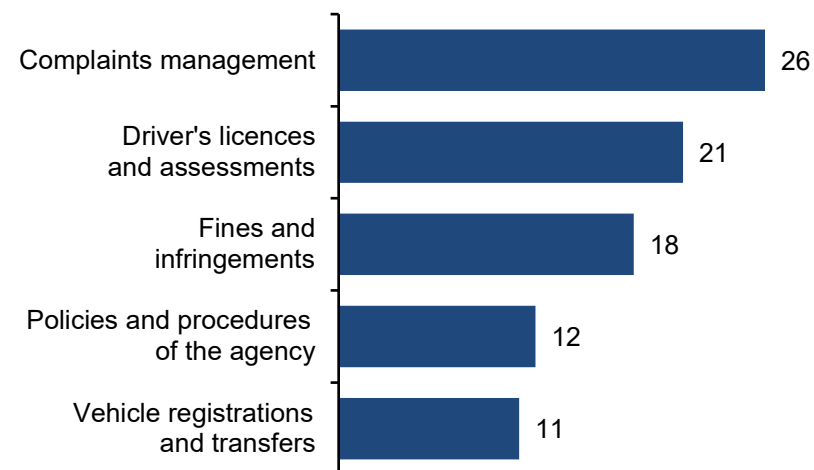
Transport and roads complaints received



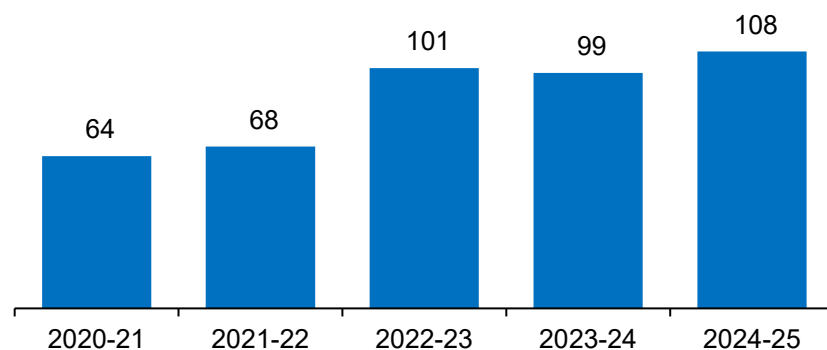
Main public housing issues in 2024-25



Main transport and roads issues in 2024-25

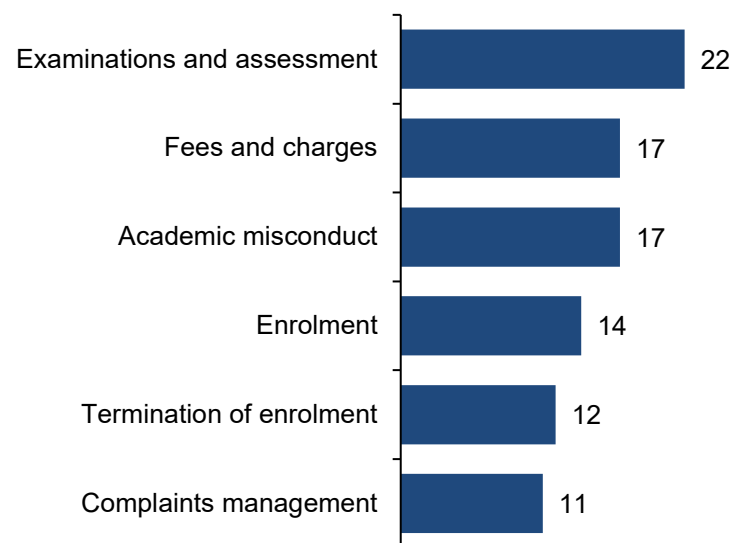


University complaints received

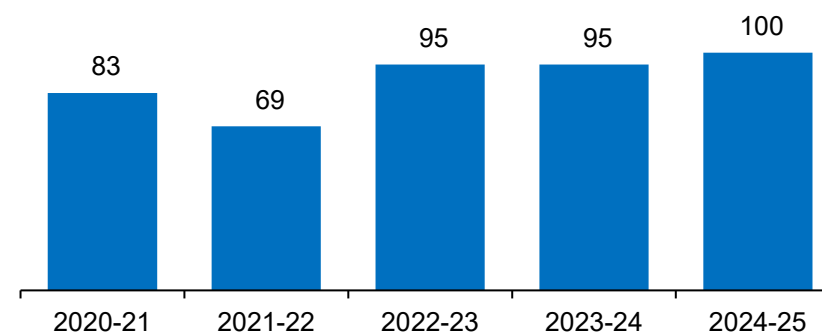


Note that in February 2025, the National Student Ombudsman commenced taking complaints about tertiary education providers.

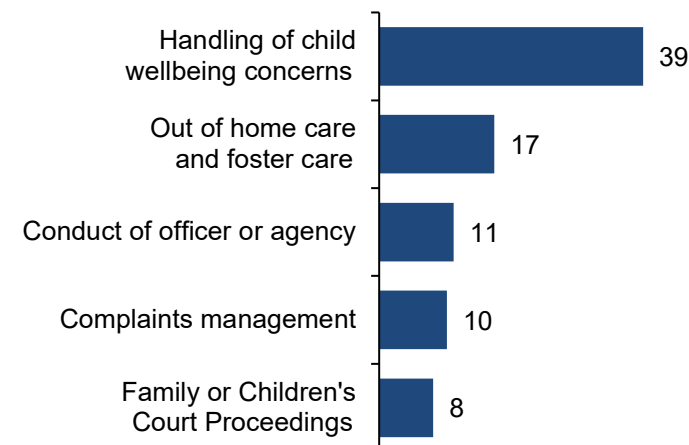
Main university issues in 2024-25



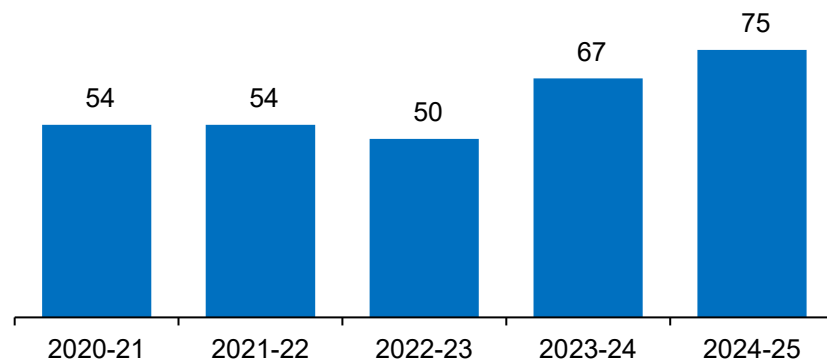
Child protection complaints received



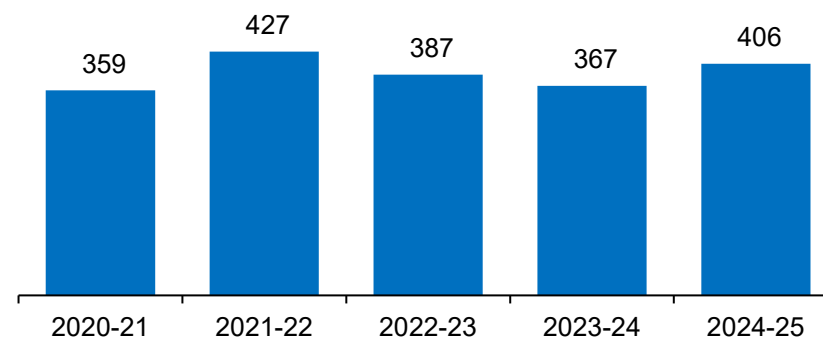
Main child protection issues in 2024-25



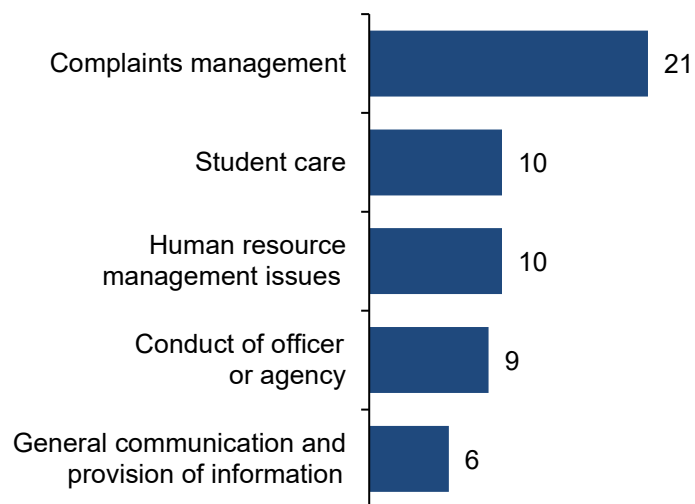
Education complaints received



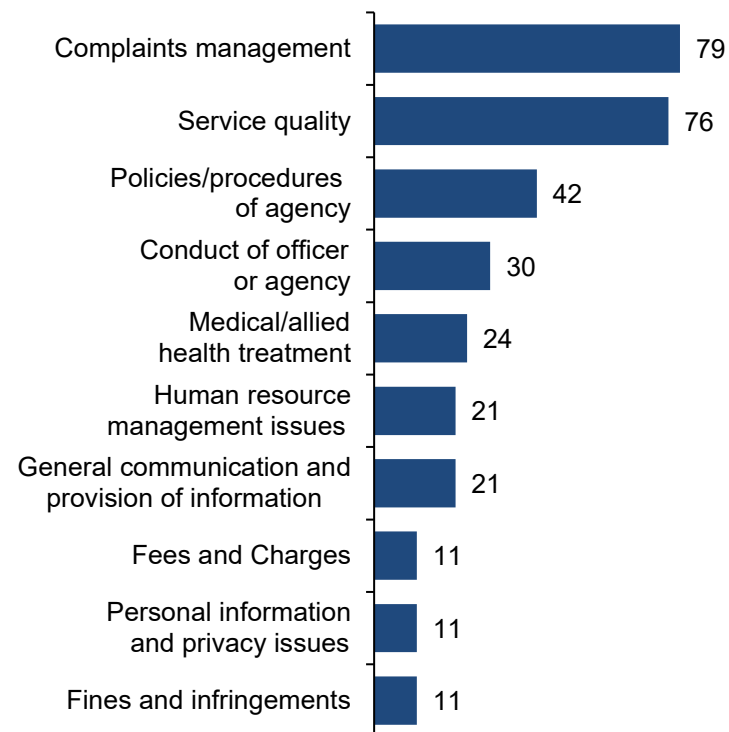
Other public services complaints received



Main education issues in 2024-25



Main other service issues in 2024-25



Appendix 2 – Complaints by public authority

	Total Complaints Received in 2024-25	Complaints finalised at assessment				Complaints finalised at investigation			Withdrawn	Total Complaints Finalised in 2024-25
		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	4		1			2				3
Central Regional TAFE	1		1	1						2
Child and Adolescent Health Service	1									
Communities, Department of	314	25	17	86	41	120		6	4	299
Construction Industry Long Service Leave Payments Board	2			1						1
Department of Energy, Mines, Industry Regulation and Safety	54	5	6	11	9	14				45
DevelopmentWA	1		1							1
East Metropolitan Health Service	6		6	1						7
Education, Department of	54	5	6	13	17	12		5	1	59
Finance, Department of	13	1	6	3		6				16
Fire and Emergency Services, Department of	4	1	1	1						3
Forest Products Commission	1			1						1
Fremantle Port Authority						1				1
Government Employees Superannuation Board (GESB)	5		5							5
Health and Disability Services Complaints Office	15			4	2	9				15
Health Support Services	1			1						1
Health, Department of	2	1	1			1				3
Insurance Commission of Western Australia	15	2	1	4	3	1			1	12
Jobs, Tourism, Science and Innovation, Department of	2		1							1
Justice, Department of	305	25	59	110	35	65			4	298
Landgate	12	2	3	2	1	2				10
Legal Aid WA	19		2	6	3	3				14
Legal Practice Board	21	2	2	2	5	1		6		18
Legal Services and Complaints Committee	1				1					1
Local Government, Sport and Cultural Industries, Department of	7		1	4		3				8
Lotteries Commission	3		1	1		2				4
Main Roads Western Australia	17	2	1	3	3	3				12

	Total Complaints Received in 2024-25	Complaints finalised at assessment				Complaints finalised at investigation				Total Complaints Finalised in 2024-25
		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	
Mental Health Tribunal			1							1
Metronet	6			2		2				4
Metropolitan Cemeteries Board	8	1		1		5		1	1	9
North Metropolitan Health Service	9		5	2		1				8
North Metropolitan TAFE	8			2	2	2				6
North Regional TAFE	1									
PathWest	2		1							1
Planning, Lands and Heritage, Department of	12		2	5	4	2				13
Premier and Cabinet, Department of the	2	2			1					3
Primary Industries and Regional Development, Department of	9		4	3	1	1				9
Prisoners Review Board	3		1	2						3
Public Advocate	19	3	2	4	2	7		1	2	21
Public Sector Commission	2	1								1
Public Transport Authority	29	3	6	7	2	5		1		24
Public Trustee	44	1	3	9	9	20				42
SERCO - Acacia Prison	34	1	4	13	3	5			2	28
Small Business Development Corporation	11		1			8				9
South Metropolitan Health Service	11	1	8	1	2					12
South Metropolitan TAFE	7			1	2	2				5
South Regional TAFE	1		1			1				2
Teacher Registration Board	1			1						1
Training and Workforce Development, Department of	3		1			1				2
Transport, Department of	67	4	5	13	11	27			2	62
Treasury, Department of	1			1						1
Veterinary Practice Board of Western Australia	2					2				2
WA Country Health Service	11		6		2	1				9
Water and Environmental Regulation, Department of	8	1		5		3				9
Water Corporation	2	1	1							2
Western Australia Police Force	240	13	89	74	20	23			2	221
Western Australian Electoral Commission	2				2					2

	Total Complaints Received in 2024-25	Complaints finalised at assessment				Complaints finalised at investigation				Total Complaints Finalised in 2024-25
		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	
Western Australian Greyhound Racing Association	1	1								1
Western Power	1		1							1
Workcover	1		1							1
TOTAL PUBLIC SECTOR COMPLAINTS	1438	104	265	401	183	363	0	20	19	1355

	Total Complaints Received in 2024-25	Complaints finalised at assessment				Complaints finalised at investigation			Total Complaints Finalised in 2024-25	
		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 GOVERNMENTS										
Albany, City of	12	2	4		2	4		1		13
Armadale, City of	12		2	4	1	3				10
Ashburton, Shire of	2		1		2					3
Augusta / Margaret River, Shire of	3		1	1	1	3				6
Bassendean, Town of	2			1	1					2
Bayswater, City of	14	1	3	5	1	3			1	14
Belmont, City of	6		1	3	1					5
Boyup Brook, Shire of	3	1			1	1				3
Bunbury, City of	6		1	2		1				4
Busselton, City of	5		2			5				7
Cambridge, Town of	18	1	2	1	5	4				13
Canning, City of	10		2	2	3	3				10
Capel, Shire of	4	1	1			1				3
Carnarvon, Shire of	1		1							1
Chittering, Shire of	2			2		1				3

	Total Complaints Received in 2024-25	Complaints finalised at assessment				Complaints finalised at investigation			Withdrawn	Total Complaints Finalised in 2024-25
		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		
Claremont, Town of	9		1	1	1	2				5
Cockburn, City of	13		2	2	1	3				8
Collie, Shire of	1		1							1
Coolgardie, Shire of	7		2	1		4				7
Corrigin, Shire of	3		1	1						2
Cottesloe, Town of	5		1		1					2
Cuballing, Shire of	2		1		1					2
Cunderdin, Shire of	1		1							1
Denmark, Shire of	4	1	1	2		1				5
Derby / West Kimberley, Shire of	1									
Donnybrook / Balingup, Shire of	2		1			1			1	3
East Fremantle, Town of	2		1							1
East Pilbara, Shire of	1									
Esperance, Shire of	2	1								1
Exmouth, Shire of	5					2				2
Fremantle, City of	9		2	3	1	1				7
Gingin, Shire of	6		2			4				6
Gosnells, City of	11	1	1	4	1	4				11
Greater Geraldton, City of	4		1	1	1	2				5
Harvey, Shire of	4		1	1	1	2				5
Jerramungup, Shire of	1									
Joondalup, City of	16		9	2		5				16
Kalamunda, City of	11	2	3	5		4				14
Kalgoorlie / Boulder, City of	3		1			2				3
Karratha, City of	2		1							1
Kwinana, City of	3			1	1	1				3
Mandurah, City of	12	1		4		2			1	8
Melville, City of	16	1	1	1	6	4				13
Mindarie Regional Council	3					3				3
Mingenew, Shire of	1									

	Total Complaints Received in 2024-25	Complaints finalised at assessment				Complaints finalised at investigation				Total Complaints Finalised in 2024-25
		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	
Mosman Park, Town of	2		1		1					2
Mt. Magnet, Shire of	2	1			1					2
Mt. Marshall, Shire of	1			1						1
Mundaring, Shire of	4		1		2	1				4
Murray, Shire of	3		1		2					3
Nedlands, City of	13		1	2	2	1				6
Ngaanyatjarraku, Shire of	3		1	1						2
Northam, Shire of	2			2						2
Northampton, Shire of	1				1					1
Perth, City of	23	2	13	2	4					21
Port Hedland, Town of	1		1							1
Quairading, Shire of	1					1				1
Ravensthorpe, Shire of	1			1						1
Rockingham, City of	10	2	4	1	2					9
Serpentine / Jarrahdale, Shire of	4								1	1
Shark Bay, Shire of	2		1		2					3
South Perth, City of	6	1		1	2	4				8
Stirling, City of	35	1	5	6	10	10			1	33
Subiaco, City of	5	1	1	1	1	1				5
Swan, City of	32	2	5	6	5	13			1	32
Toodyay, Shire of	2	1								1
Trayning, Shire of	2					1				1
Victoria Park, Town of	9		3	1	1	2				7
Vincent, City of	10		5		2	1			1	9
Wanneroo, City of	15		3	4	2	3				12
Wongan / Ballidu, Shire of	1					1				1
Yilgarn, Shire of	1	1								1
York, Shire of	2		1							1
TOTAL LOCAL GOVERNMENT COMPLAINTS	453	25	103	79	73	115	0	1	7	403

	Total Complaints Received in 2024-25	Complaints finalised at assessment				Complaints finalised at investigation			Withdrawn	Total Complaints Finalised in 2024-25
		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		
UNIVERSITIES										
Curtin University	56	1	32	3	8	6		15	1	66
Edith Cowan University	29		10	3	3	6		9	1	32
Murdoch University	3			2		3				5
University of Western Australia	20	1	9	2	7			3		22
TOTAL UNIVERSITY COMPLAINTS	108	2	51	10	18	15	0	27	2	125
AGENCIES OUT OF JURISDICTION										
Organisation not identified	10	2	4	2						8
Agencies out of jurisdiction	856	57	794	2	9				2	864
TOTAL AGENCIES OUT OF JURISDICTION	866	59	798	4	9				2	872
TOTAL COMPLAINTS										
Total complaints about agencies in jurisdiction	1,999	131	419	490	274	493		48	28	1,883
Total complaints about agencies out of jurisdiction	866	59	798	4	9				2	872
GRAND TOTAL	2,865	190	1,217	494	283	493	0	48	30	2,755

Appendix 3 – Reportable Conduct Notifications by Sector

The following data relates to the **809 notifications** received in 2024-25 that were considered within our jurisdiction.

	Notifications received 2024-25	Types of alleged conduct	Physical assault	Significant neglect	Sexual misconduct	Sexual offence	Behaviour that causes emotional or psychological harm
Early education and care sector (child care, after school hours care and family day care)	261	270	97	153	4	6	10
Education (public schools, independent schools, catholic schools, universities and TAFE colleges)	235	252	166	10	44	21	11
Child protection and out of home care services (Department of Communities and public and private out of home care providers. Includes group homes and foster care) Note: in some cases, there is an obligation on both the out of home care service and the Department of Communities to report the allegation, so some notifications will be duplicated.	219	261	161	37	15	18	30
Other – government (other State Government departments and authorities and local governments that exercise care, supervision or authority over children. Includes public health services, justice, police)	67	73	48	2	5	8	10
Other – non-government (includes private health and disability services and religious institutions)	27	34	11	3	6	8	6
TOTAL	809	890	483	205	74	61	67