

Protecting People's Rights



We visited Jigalong in the Pilbara Region
as part of the Financial Counsellors
Association of WA event in June 2025

Image credit: Consumer Protection WA

Complaint Resolution

Our role

Resolving complaints is central to our work. Every year, thousands of people contact us with concerns about the actions and decisions of Western Australian State Government departments and authorities, local governments and universities (public authorities).

Our work promotes accountability and fairness in public administration. We provide a free, impartial service to help people navigate public systems. We listen, assess, and help resolve complaints – whether it's guiding someone to the right agency or investigating a complex issue, we're here to ensure fairness, accountability, and transparency in government decision-making. We also educate the public about their rights and responsibilities.

Key Statistics 2024-25



2,865
complaints received and
2,755 finalised

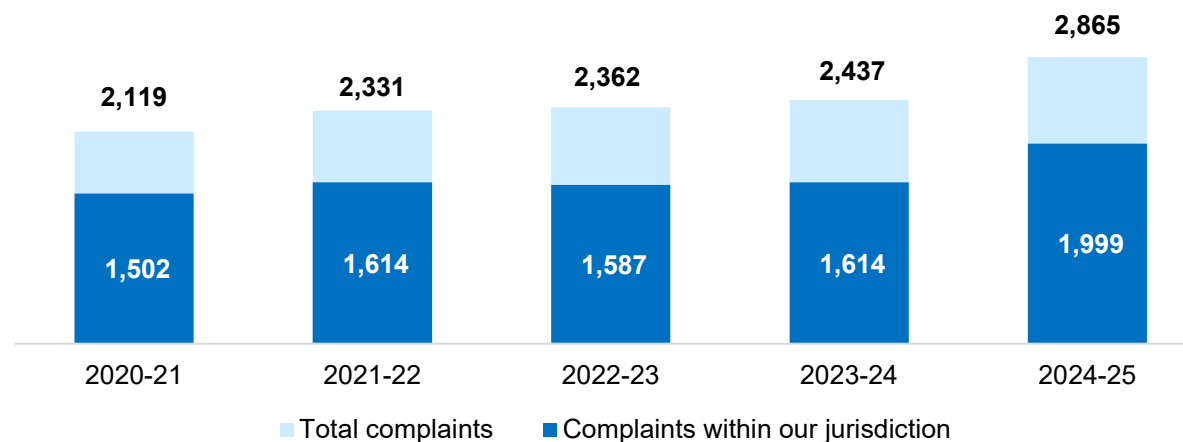


11,641
enquiries received



93%
of allegations were
finalised within 3 months

Complaints received in the last five years

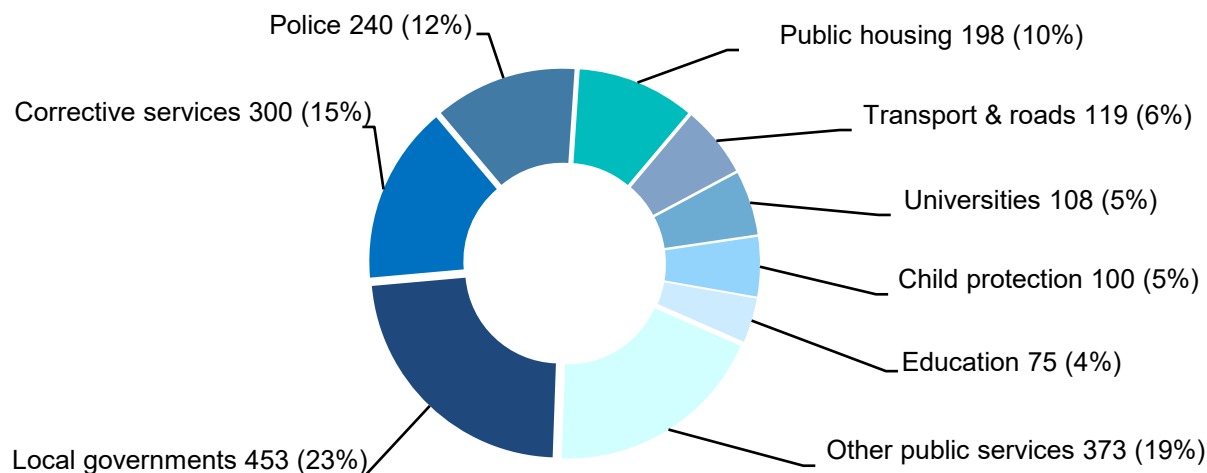


Complaint themes

In 2024–25, common complaint themes included:

- the public authority's complaints management process
- conduct of public officers
- public housing rental operations
- management of fines and infringements and enforcement action
- service delivery and quality of services
- regulatory decisions
- poor communication
- investigation and prosecution decisions

Complaints in 2024-25 by government service



A further breakdown of the types of complaints we receive is provided in [Appendix 1 – Complaints by government service](#) and [Appendix 2 – Complaints by public authority](#).

“ I just wanted to say thank you ... because you are the only person who listened, paid attention to the details and made me feel heard. Thank you. ... You made feel heard. ”

“ Thank you for your email and letter and the time you took to help solve this problem. I am satisfied with the outcome. ...I am really grateful for all you have done... ”

“ The complainant told me she felt she could trust me and that I was the only person that had and would listen to her. ”

Challenges for our resolution of complaints

There was an 18% increase in complaints in 2024-25 compared to 2023-24. The most significant increase in complaints was between December 2024 and June 2025, up 33% compared to the same period a year earlier.

The greatest increase in complaints was about local governments across WA, with 453 complaints compared to 326 in 2023-24. There was also an increase in complaints across most State Government departments and authorities. The highest number of complaints of all State Government departments and authorities was for corrective services (mostly prisons) at 300 complaints (a 21% increase). A further breakdown of the number of complaints by government services is provided in [Appendix 1](#).

The increased volume of complaints meant it took longer to allocate cases for early resolution and investigation. However, system improvements to our complaint handling processes meant the average days to finalise complaints remained consistent at 40 days.

Because the volume of cases on hand increased, the wait time for complaints on hand rose from 47 days at 30 June 2024 to 54 days at 30 June 2025. This volume increase is a risk to timely complaint resolution that we will have to manage strategically through 2025-26.

We also experienced an increase in complainants with unreasonable demands or who showed unreasonable behaviours. These contacts influence staff well-being and measures to better support staff with this psycho-social hazard are being strengthened.

How we handle complaints

We apply a streamlined and responsive complaint handling process:

Triage and assessment

We assess all incoming matters to determine jurisdiction, risk and whether our Intake team could respond quickly to the complainant to refer them back to the public authority where they haven't pursued the public authority's internal complaint processes before coming to us.

We received 14,506 contacts in 2024-25, including 2,865 written complaints. Most people reach out by

phone, email or online. We are seeing a steady increase in people using our online complaint form. For complaints within our jurisdiction, we assess the issue and decide the best way forward, whether that's early resolution, full investigation, or referral to another body.

Early Resolution

Many issues are resolved quickly through an early resolution approach. It allows us to work directly with public authorities to fix issues quickly and avoid lengthy investigations. We often work with public authorities on the phone for timely responses. In 2024-25, 88% of our investigations were resolved through our early resolution approach. Timeliness matters: we finalised 93% of allegations within three months, helping people get answers and outcomes faster.

Investigation

Where required, we undertake formal investigations. This can involve significant evidence-gathering including requesting reports and documentation from public authorities, and a procedural fairness process before making a finding.

Resolution and feedback

We provide clear outcomes to both the complainant and the public authority. Where appropriate, we can make recommendations to the public authority to provide a remedy to the complainant or improve public sector administration. More commonly, we achieve an agreed outcome from the public authority during the investigation process without the need for a formal recommendation. We monitor agencies' implementation of agreed outcomes and our recommendations.

We also track recurring issues to identify broader areas for systemic improvement and engage with public authorities outside of the complaints process to help them improve their practices.

Who do we assist

We assist anyone who is dissatisfied with an administrative action or decision made by a public authority. This may extend to people who are living interstate or overseas, and it includes residents of the Indian Ocean Territories.

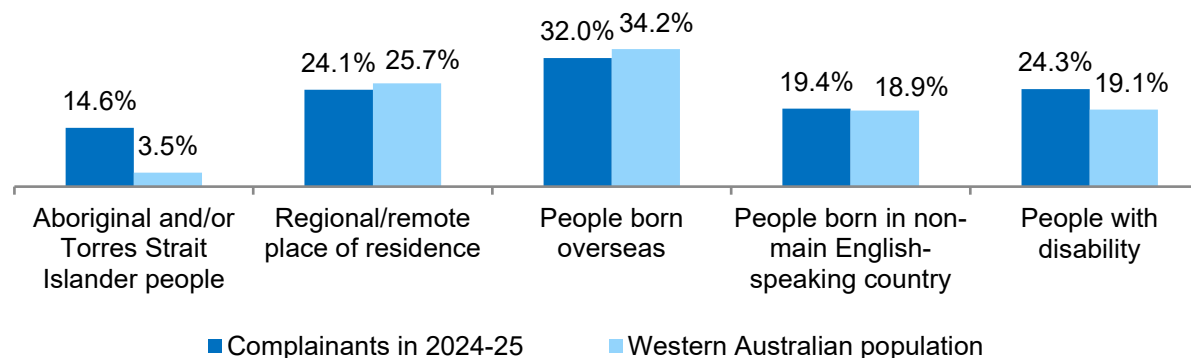
Our work involves helping people who face systemic barriers and experience personal hardships because of these barriers. Many are experiencing family violence, financial hardship, physical or mental health issues and homelessness or risk of homelessness. This often means working to remove barriers and increase access to government systems for children and young people, Aboriginal and Torres Strait Islander people, people from culturally and

linguistically diverse backgrounds, people with disability and impairments, members of the LGBTQIA+ community, and those who live in regional and remote towns and communities.

We also help people who are in custodial environments including prisons, prison work camps and farms and youth detention facilities.

In 2024-25, we undertook more community and stakeholder engagement. Travelling to regional and remote communities provides opportunities to address some accessibility challenges and provides valuable insights to the many barriers experienced by people living in those areas. Go to the [Connecting with the WA community section](#) for more information.

Demographics of complainants in 2024-25 compared to the WA population



Children and Young People

We receive complaints for and on behalf of children and young people. We have child-focussed complaints processes and voluntarily share information with the Commissioner for Children and Young People (CCYP) using anonymised information about complaints and any outcomes that were achieved. In 2024-25, we reported to CCYP on 45 complaints that we received.

On 31 March 2025, we were assessed as having 'strong evidence of a child-focused complaints system, with a clear policy and process in place to support children and young people to raise complaints'. We remain committed to improving our systems, implementing the recommendations and aligning our complaints system with the National Principles for Child Safe Organisations.

Who do we work with

We work closely with a wide range of public authorities, including government departments and agencies, local governments, and universities through our assessment and investigation processes.

We also work closely with other complaint organisations like Consumer Protection, Equal Opportunity Commission, the Health and Disability Services Complaints Office (HaDSCO) and other ombudsman services like the Telecommunications Industry Ombudsman and Australian Financial Complaints Authority. We collaborated with these agencies for a range of community engagement: go to the [Connecting with the WA community section](#).

We also liaise with a broad range of advocacy services, including the Aboriginal Legal Service of WA, Legal Aid WA, community legal centres, financial counsellors and other organisations. This helps ensure members of the community, particularly those from vulnerable and diverse backgrounds, are made aware of and can access our services.

Universities and a new national ombudsman

We received 108 complaints about universities in 2024-25. The complaints included allegations about fees and charges, examinations and assessments, complaint management and appeal processes, enrolment and termination of enrolment and academic misconduct. We also review appeals from international students.

On 1 February 2025, the National Student Ombudsman (NSO) commenced operating to provide a national approach to managing complaints by students about tertiary education providers like universities. We worked closely with the NSO during a transitional period to transfer complaints. By agreement, and with the student's consent, we 'warm referred' complaints that we had received before the NSO began operating, where we hadn't already started investigating. This avoided duplicating effort and ensured a smoother experience for the students involved. We continued to warm refer students to the NSO during a transitional period.

We continue to receive and handle all complaints about TAFE and complaints about universities from people who are not students.

We have developed strong expertise and specialist knowledge in managing complaints about universities, particularly from international students. There are many emerging themes in the higher education sector, including the need for policy and process improvements in relation to the use of artificial intelligence (AI) in assessments.

Engagement with prisons

We have experienced a high and increasing volume of complaints from prisoners and their families. In May 2025 we established a Prisons Working Group within our office to identify current and common issues, coordinate information sharing, plan meetings with key stakeholders and coordinate regular prison visits.

We met with the Department of Justice (Corrective Services) internal complaints service, ACCESS, in May 2025 to discuss complaint handling practices and referral processes to help prisoners receive more timely responses.

In June 2025, we attended Banksia Hill Detention Centre with staff from ACCESS and HaDSCO.

During the visit, our team:

- Met with various members of the prison staff and presented information about the role of our office;
- Undertook a tour of the detention facility, inspected the units, the confidential mail system, and the telephone lists; and
- met with young detainees confidentially to discuss their experiences, identify any systemic issues, and raise awareness of the Ombudsman's role.

A common theme is the desire for improved access to communication facilities with loved ones and family members.

What we achieved

Improvements to public administration

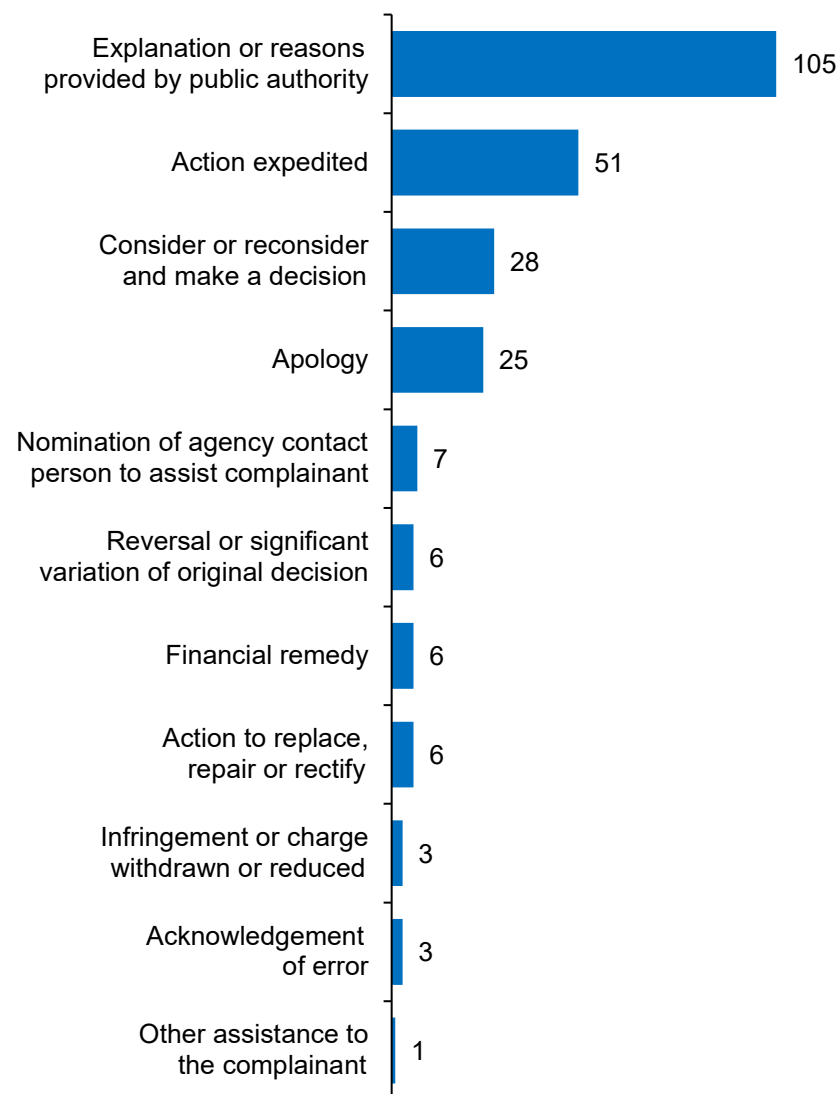
In every complaint, we try to identify outcomes that would improve public administration.

In 2024-25, we achieved 51 administrative improvements including changes to policy and procedures, changes to business systems or practices and staff training and development. Refer to the [Achieving administrative improvements section](#) for more detail.

Outcomes for complainants

Through our investigation process, we achieve outcomes for complainants where it is fair and reasonable for the public authority to provide a remedy. We achieved 241 remedies for complainants in 2024-25 because of our investigations. The nature of the remedies is shown in the following chart.

Remedies for complainants in 2024-25 following the Ombudsman's involvement



“ Once again, many thanks for yours and previous investigators of the Ombudsman's office efforts in helping my son get a favourable outcome to our complaint, my family and I are forever grateful for this positive outcome.

”

“ I am writing to express my sincere gratitude for the time, effort, and energy that you and your team have dedicated to addressing my concerns... I truly appreciate the thoroughness and professionalism shown throughout the process.

”

“ Thank you so much for the effort you put into getting [the public authority] to do what they promised! I thank you so much! Very much appreciated!!

”

Continuous improvement

We review and improve our complaint handling processes through:

- Feedback from complainants
- Stakeholder feedback
- Staff training and development
- Internal quality assurance reviews

This year we have made significant changes to improve our customer focus.

Improving accessibility

We improved accessibility by reviewing the readability of our letters, brochures, information sheets and online resources. We improved our use of plain English. In 2025-26 we will make further improvements and work to increase our accessibility for vulnerable people by using different processes and technologies to more flexibly apply the legislative requirement that complaints must be made in writing.

Strengthening our capability

In 2024-25, four of our senior staff commenced a two-year Management Development Program to improve our leadership capability.

All staff from our Complaint Resolution branch attended training delivered by the Public Sector Commission on Public Interest Disclosures to ensure we can provide consistent and timely responses to enquiries and undertake assessments and investigations in accordance with the *Public Interest Disclosure Act 2003* and our legislation.

Following an internal review of our Intake team, we delivered targeted training to ensure consistency and quality in managing enquiries and complaints, to manage risks, and improve the timeliness of responses.

Improving efficiency

In the past year, we overhauled our risk management strategies and triage processes to identify risk early, reduce unnecessary duplication and to reduce unnecessary delays. We focussed on improving our communication with complainants, including automatic replies and regular acknowledgments and progress updates through the complaint process. We removed manual processes and reports and simplified approval processes. We empowered our

staff providing more autonomy within staff capability.

We introduced 'paper lite' case management in December 2024 and transitioned in stages to completely paperless case management by 30 June 2025. This significantly reduced time and resources and the environmental impact of unnecessarily printing large volumes of materials.

In 2024-25, 30% of complaints received were about agencies that are out of our jurisdiction (AOOJ). We introduced a range of targeted efficiency measures that simplified our processes, rapidly reducing our response times and redirecting people more quickly to the appropriate agency that could assist them. We also improved the information about our role in our phone voice recordings and in our websites and other resources. As a result, in 2024-25, AOOJ complaints only increased 5% in 2024-25, compared to the increase of complaints within our jurisdiction of 24%.

Strengthening our complaint handling framework

Our focus is on building a more consistent, transparent, and responsive system that reflects our values and meets community and stakeholder expectations.

- **Refined and aligned processes:** We will streamline our complaint handling procedures using robust, fit-for-purpose tools that meet applicable standards and ensure consistency across the organisation.
- **Driving continuous improvement:** We will actively identify and implement efficiencies and innovations that enhance our internal controls and improve the speed and quality of complaint resolution.
- **Collaborative learning:** Our teams will participate in cross-jurisdictional and professional forums to share insights, benchmark performance, and adopt best practices in complaint management.
- **Governance in action:** We remain committed to strong governance, applying the same principles we advocate – transparency, accountability, and value for money

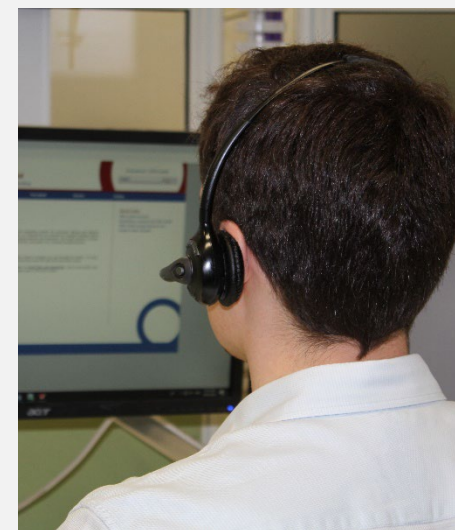
– in every aspect of our complaint handling approach.

We'll keep listening, investigating, and working collaboratively to make sure public authorities are accountable and responsive to the people they serve.

We're also investing in digital tools, staff development, and community engagement to enhance our services and reach more people. Our future focus includes expanding our accessibility initiatives, strengthening data analytics, and deepening our partnerships across sectors.



Image credit: Austockphoto



CASE STUDIES

The following case studies illustrate some of the complaints we investigated in 2024-25.

Resolving financial management concerns for a vulnerable client

A vulnerable person was concerned that the public authority managing their finances wasn't depositing the allowance for daily living expenses into the account that they wanted and was pressuring them to close their only bank account. The person said that they had complained to the public authority, but that they were unhappy with the way it was managed and there were still some issues unresolved. The person then complained to the Ombudsman.

As part of our assessment process, we contacted the public authority to confirm that they had received the person's complaint, and to ask what they had done to resolve the matter. In response to our involvement, the public authority called the person to discuss their concerns. The public authority explained that because they had previously fallen victim to scams resulting in thousands of dollars of lost funds, they had decided to provide an allowance, with both the person's and their mother's agreement at the time. The public authority also clarified that it had closed a few of his bank accounts which were not operating, and that it was not closing all of their bank accounts as they had initially believed. The public authority proposed an alternative solution, which the person was happy with, and the matter was resolved that day.

Ensuring fair access to cultural obligations in custody

An Aboriginal man in prison applied to attend his Aunt's funeral, a deeply significant cultural and spiritual event for him and his family.

The prisoner submitted a request to attend the funeral, but the prison recommended to head office that it decline the request, which it did. The prison gave some reasons to the prisoner, but they were unclear and didn't reflect the actual grounds for head office's refusal. This meant the prisoner was unable to properly challenge the decision when he appealed, and head office rejected his appeal.

The prisoner's mother contacted the Ombudsman, concerned that her son had been unfairly denied the opportunity to fulfil his cultural obligations.

We investigated and found that the reasons given to the prisoner were factually incorrect. We helped clarify the situation between the prison and head office, ensuring accurate information was shared. Once the correct details were exchanged, the prisoner's application was promptly approved, and he was able to attend his Aunt's funeral and reconnect with his family and culture. The prison acknowledged it had not clearly communicated the reasons for the initial refusal and committed to improving its practices to prevent this situation again. The prison will develop a process to ensure that reasons for decisions on applications to attend funerals are fully communicated to prisoners, so that prisoners have the necessary information when pursuing an appeal.

Improved access and safety for tenant with health needs

A public housing tenant from a culturally and linguistically diverse background applied for priority transfer to a different property. They said that their medical conditions made it difficult to climb stairs. Although the property had a lift, the tenant's doctor recommended accommodation at ground level due to the tenant's chronic health issues. The public authority declined her application, stating that the lift meant that they did not need stairs. The tenant appealed the decision, but the appeal was also declined.

The tenant, supported by an advocacy service, complained to the Ombudsman. We reviewed the public authority's decision-making process. We raised concerns about emergency scenarios, such as fire or lift failure, that could leave the tenant stranded. We also asked whether an interpreter had been present during property inspections and whether the tenant had been referred to support services.

The public authority responded that the priority transfer application was being reconsidered. The public authority had inspected the property and provided the tenant with access to its support programs.

As a result of our involvement, the tenant's priority transfer application was approved and backdated to the date of the original application. The public authority committed to pest control treatment and the tenant signed up for the support program. The public authority also agreed to complete a review of the advice it provides to tenants of multi-storey buildings about evacuation planning and safety awareness.

Ombudsman restores access to PhD studies following administrative error

A student was dissatisfied with the outcome of their complaint to a university about the discontinuation of their PhD studies and termination of their scholarship. The student's PhD was discontinued, and their scholarship terminated, due to an administrative error. The student had applied to defer their studies, but the university told them to complete incorrect documentation, and the deferral was not correctly processed. By the time the error was identified, the university did not have an appropriate supervisor for a PhD and stated that it could not reinstate the student's enrolment. The student said that the university's response 'does not provide any solution which allows [them] to come back to study.'

Following an investigation by the Ombudsman, the university agreed that it would provide supervision to the student, should they wish to continue their PhD studies. The University also agreed to offer the student an equivalent scholarship, on the university's current terms and conditions.

The university provided the student with a contact person to assist with the reinstatement of their enrolment in the PhD and an email with information about the next steps.

Improved local government responsiveness to subdivision requests

A resident applied for a subdivision clearance from their local government but didn't receive a decision within a reasonable timeframe. Frustrated by the delay and lack of explanation, they complained to the Ombudsman. They told us the delay had caused financial hardship and stress.

We reached out to the local government, which advised it was still preparing a response to the resident's complaint. When the expected response date passed and the resident still hadn't heard back, we followed up again.

As a result of our involvement, the local government apologised to the resident for the delay, explained its subdivision clearance process, and trialled a new officer role focused on supporting applicants after subdivision approval to ensure faster processing of subdivision clearances.

Tenant charges corrected following Ombudsman involvement

A public housing tenant was charged almost \$2,000 in tenant liability for the replacement of a faulty appliance at their public housing property. The public authority had calculated that the tenant should be liable for 80% of the full cost of the item, which is the percentage charged for appliances which are 0-3 years old in accordance with its maintenance policy. The tenant appealed the decision, but the appeal was not successful. The tenant complained to the Ombudsman.

We contacted the public authority about the tenant's complaint. The public authority reviewed the tenant's complaint further and found that the appliance was over three years old at the time

the tenant was charged. Under its policy, the public authority charges 50% of the replacement costs for appliances that are three to five years old. The public authority adjusted the charges to reflect this, saving the tenant about \$550 in costs. The public authority also apologised for the oversight.

University assessment extension granted after Ombudsman review of mental health concerns

A university student applied for an extension for an assessment after the deadline, stating that they were suffering from a severe mental health crisis at the time that the assessment was due, which also prevented them from applying for an extension within the required time. The extension was refused, and the student received a mark of zero for the assessment, meaning that he failed the relevant unit and did not complete their Graduate Certificate.

The student complained that the public university's decision to refuse their extension application for the assessment was unreasonable, and they appealed. The appeal was unsuccessful, and the student complained to the Ombudsman.

Following an investigation by the Ombudsman, the university agreed to consider a Special Consideration application, on the information the university had and any additional information. Ultimately, an extension was granted for the assessment, resulting in a deduction of 10% of the final mark rather than a mark of zero.

Energy and Water Ombudsman

We provide the dispute resolution services for the Energy and Water Ombudsman Scheme under a service agreement with the governing Board.

The operations of the Energy and Water Ombudsman are reported in its [annual report](#) in November each year.

How we operate

The Energy and Water Ombudsman provides accessible, independent, and fair resolution of complaints about electricity, gas, and water services. We ensure fairness and justice in how essential services are provided to residential and small business customers across WA.

The Energy and Water Ombudsman Scheme (scheme) is overseen by the Board of Energy and Water Ombudsman (Western Australia) Limited and is the approved external dispute resolution scheme in WA for licensed electricity, gas and water service providers.

All licenced providers are required to be a member of the scheme and fully fund the scheme's operations.

Complaints we handled

In 2024-25, we received 1,603 complaints:

- 875 electricity complaints
- 286 gas complaints
- 442 water complaints

The main issues related to:

- billing (45%)
- supply of electricity, gas or water services (14%)
- customer service (14%)

People who make complaints must go to their provider first. We assist by escalating complaints to senior officers at the member providers. In 2024-25, 16% came back unresolved by the member and we facilitated a resolution or investigated the complaint.

The number of complaints we investigated increased 24% compared to the year before.

For more information about the Energy and Water Ombudsman, go to energyandwater.ombudsman.wa.gov.au

What we achieved

In 2024-25:

- 86% of complaints were finalised within 30 days.
- 21% of complaints we conciliated or investigated were resolved with an outcome for the complainant.
- We achieved 111 remedies for people whose complaints we resolved. This included financial remedies totalling nearly \$100,000 and default listings removed from credit records, explanations and apologies.
- We engaged with the Economic Regulation Authority and Energy Policy WA regarding the implementation of the [Alternative Electricity Services regulatory framework](#).

See the [Connecting with the WA community section](#) for our outreach to the community.

WA Charitable Trusts Commission

In November 2022, we took on a new role overseeing charitable trusts in Western Australia. This includes handling complaints and conducting investigations, either directly or when referred by the Attorney General.

Charitable trusts are especially important to Aboriginal communities in WA, as they are often used to manage mining royalties and native title settlement funds.

As part of this role, we can:

- Investigate charitable trusts, including reviewing their financial records
- Prepare reports based on these investigations
- Make recommendations to trustees to improve how trusts are managed.

We have strong powers to gather information and request documents from people involved in running charitable trusts. If needed, we can issue formal notices requiring action from trustees. If a trustee doesn't follow through, they may be removed from their role.

CTCWA complaints and enquiries

In 2024-25, we received:

- 3 enquiries about charitable trusts
- 3 formal complaints.

One of these complaints were resolved during the year, and one complaint from the previous year was also resolved.

Three investigations are ongoing as of 30 June 2025.

An investigation into the trustees of the Noongar Charitable Trust on referral from the Attorney General, consumed significant resources, and may result in challenges or clarification of the law.

When a complaint falls outside our scope, we help direct people to other agencies that may be able to assist.

CASE STUDY

A community member complained to us that the trustee of a Charitable Trust did not make a payment to them that they were entitled to. One of the purposes of the Charitable Trust is to meet the needs of the specific Aboriginal Community who might suffer from 'old age, poverty, sickness'. The trustee was no longer returning their phone calls or emails.

We investigated the complaint. We looked at how the trustee communicated with community members.

As a result of our investigation, the trustee made the payment to the community member. The trustee also confirmed how the community member can contact the trustee. The community member was very grateful to receive the payment and told us they will use the money to help care for their elderly grandparent.

Inspections and monitoring

Why we do what we do

We inspect and monitor the use of certain powers by public authorities, often reporting through responsible Ministers to the Parliament.

Powers granted to public authorities are intended to combat criminal behaviour and support community safety but can also impact privacy and freedoms.

Through our inspection and monitoring role, we promote improvements to the practices and procedures of public authorities and provide independent assurance that these powers are exercised lawfully.

How do we work

We carry out our monitoring role through inspections and reviews of the records of specific public authorities and by providing regular feedback on their compliance with legislation. We also provide reports to relevant Ministers on what we found and can make recommendations for improvement.

Our achievements

In 2024-25, we continued to promote improvements to the practices of public authorities and hold them accountable in their use of their powers by:

- inspecting records of telecommunications interceptions;
- monitoring the use police powers under consorting and prohibited insignia laws; and
- monitoring the operation of the Protected Entertainment Precincts Scheme.

Inspection of telecommunications interception records

The WA Police Force and the Corruption and Crime Commission (CCC) are permitted under legislation to carry out telecommunication interceptions in Western Australia. We inspect the records of these public authorities at least twice each financial year to assess the extent of compliance with relevant telecommunications interception legislation and we report to the responsible Minister on the results of these inspections.

In 2024-25, we provided a report to the Attorney General and the Commissioner of the CCC regarding the results of the inspections conducted of the records of the CCC. We also provided a report to the Minister for Police and the Commissioner of Police regarding the results of the inspections conducted of the records of the WA Police Force.

Monitoring of the *Criminal Law (Unlawful Consorting and Prohibited Insignia) Act 2021*

The *Criminal Law (Unlawful Consorting and Prohibited Insignia) Act 2021* seeks to '...disrupt and restrict communication and networking between offenders; criminalise the display of insignia of identified criminal organisations; and disrupt the ability of members of identified organisations to gather in public places'.¹ There are currently 46 identified criminal organisations in Western Australia and their members and associates may be subject to certain powers given to the WA Police Force.

We keep these powers under scrutiny by inspecting the records of the WA Police Force and we provide an annual report to the Attorney General and the Commissioner of Police about the results of these inspections.

Our second annual report, 'Report of the monitoring activities of the Parliamentary Commissioner for Administrative Investigations under Part

4 of the *Criminal Law (Unlawful Consorting and Prohibited Insignia) Act 2021* for the period ending 23 December 2023', was tabled in Parliament on 15 October 2024.

Monitoring of Protected Entertainment Precincts

The Protected Entertainment Precincts (PEP) Scheme commenced on 24 December 2022. It enables people who have behaved in violent, disorderly, indecent or threatening ways to be excluded from declared areas for up to five years. These areas include parts of Perth and Northbridge, Fremantle, Scarborough, Hillarys and Mandurah.

We keep the PEP Scheme under scrutiny through extensive oversight of the WA Police Force and the Racing, Gaming and Liquor unit within the (now) Department of Local Government, Industry Regulation and Safety. We also consult with stakeholders including local governments and peak bodies.

Our role includes preparing a report on the PEP Scheme after it has been operating for three years. This report will include a review of the impact of the

scheme on any group in the community if they are identified as being disproportionately affected by the scheme. Our report will be given to the Minister for Racing and Gaming who will make it public by tabling it in Parliament.

We will finalise this report in 2026. Following the tabling of the report we will continue to conduct regular inspections and will report to Parliament annually.

¹ Explanatory Memorandum, Criminal Law (Unlawful Consorting and Prohibited Insignia) Bill 2021 (WA), p. 1.