

Agency Performance

Our Mission

To assist the Parliament of Western Australia to be confident that the public sector of the State is accountable for, and is improving the standard of, administrative decision-making, practices and conduct.

Key performance indicators

Key effectiveness indicators

The key effectiveness indicators of the office report on the extent to which we have been able to provide assistance to complainants and have agencies improve their practices and procedures.

Public Sector organisations

There were 1,275 allegations received during the year; 1,542 allegations were finalised and assistance to the complainant (by way of apology, action expedited, act of grace payment, monetary charge reduced/ withdrawn/ refunded/ rebate given, reversal or significant variation of original decision, explanation/reason provided by agency, criminal / disciplinary / infringement charge reduced or withdrawn, referral to another appropriate agency, or other action to assist the complainant) was provided in respect of 214 allegations.

| Table 1 - | 2004 | 2005 | 2006 | 2007 Target | 2007 Actual |
|--|------|------|------|-------------|-------------|
| Of allegations where Ombudsman made recommendations to improve practices or procedures, percentage of recommendations accepted by agencies (indicator introduced in 2004/2005) | - | 88% | 88% | 95% | 94% |
| Number of improvements to practices or procedures as a result of Ombudsman action (indicator introduced in 2004/2005) | - | 14 | 57 | 30 | 50 (1) |
| Percentage of allegations finalised where complainants received assistance | 41% | 41% | 25% | N/A | 14% |

Key efficiency indicators

Key efficiency indicators cover the time taken to deal with complaints, the age of allegations on hand and the cost of the various outputs and activities.

| Table 2 - Public Sector organisations | 2004 | 2005 | 2006 | 2007 Target | 2007 |
|--|---------|---------|---------|-------------|-------------|
| Average time taken to finalise allegations (days) | 123 | 110 | 125 | N/A | 135 |
| Allegations finalised per full-time equivalent staff member | 83 | 66 | 72 | N/A | 55 |
| Percentage of allegations finalised within three months | 68% | 67% | 63% | 70% | 69% |
| Percentage of allegations finalised within 12 months (indicator introduced in 2004/2005) | - | 93% | 90% | 95% | 89% |
| Percentage of allegations on hand at 30 June less than three months old | 42% | 43% | 34% | 30% | 33% |
| Percentage of allegations on hand at 30 June less than 12 months old (indicator introduced in 2004/2005) | - | 84% | 77% | 85% | 78% |
| Cost per finalised allegation* | \$1,181 | \$1,724 | \$1,582 | \$1,694 | \$2,579 (2) |

| Table 3 - Telecommunications Interception audit | 2004 | 2005 | 2006 | 2007 Target | 2007 |
|---|---------|---------|---------|-------------|-------------|
| Average cost per inspection* | \$1,894 | \$3,061 | \$3,333 | \$5,200 | \$2,341 (3) |

* Cost figures for 2006 and 2007 do not include capital user charges. To allow comparison the 2006 figures are those shown in the 2007 Budget Papers and differ from those shown in the 2005 – 2006 Annual Report which did include capital user charges. The 2004 and 2005 cost figures include capital user charges and have not been adjusted.

Material variations between actual results and budget targets

(1) The 50 improvements to practices and procedures of agencies as a result of the Office's action exceeded the budget target of 30. A major investigation into a Public Interest Disclosure resulted in 24 recommendations that had not been anticipated when the budget was prepared.

(2) The average cost per allegation finalised of \$2,579 exceeded the budget target of \$1,694. The number of allegations finalised was less than anticipated when the Budget Target was prepared and allegations that proceeded beyond assessment to full investigation were increasingly complex and required additional resources per allegation.

(3) The average cost per telecommunication inspection was \$2,341 compared with the budget target of \$5,200. More inspections were carried out than anticipated when the budget target was prepared.

[Certification of key performance indicators](#)

[Independent audit opinion](#)