

Agency Performance

Key Performance Indicators

Key Effectiveness Indicators

The key effectiveness indicators of the Ombudsman's office report on the extent to which public sector agencies have improved their decision-making, practices and conduct as a result of recommendations and suggestions made by the Ombudsman.

There were 1,249 allegations received during the year and 1,244 allegations finalised. During the year, agencies responded to 34 recommendations for improvement made by the Ombudsman. The effectiveness of the Ombudsman in achieving improved administrative decision-making and practices in agencies is shown by the increasing acceptance of recommendations for improvement over the last four years, with all 34 (100%) being accepted by agencies in 2007-08.

Table 1 - Key Effectiveness Indicators	2004-05	2005-06	2006-07	2007-08 Target	2007-08 Actual
Of allegations where Ombudsman made recommendations to improve practices or procedures, percentage of recommendations accepted by agencies (indicator introduced in 2004/2005) (a)	88%	88%	94%	95%	100%
Number of improvements to practices or procedures as a result of Ombudsman action (indicator introduced in 2004/2005) (b)	14	57	50	80	34

- (a) For agency responses in 2007-08, the percentage of recommendations and suggestions relating to improved practices and procedures that were accepted by the agency.
- (b) For agency responses in 2007-08, the number of recommendations and suggestions relating to improved practices and procedures that were accepted by the agency.

Comparison of Actual Results and Budget Targets

The percentage of recommendations accepted has improved steadily over the last three years and is now 100 per cent, above the targeted figure of 95 per cent.

There was a material variation between the budgeted figure for 2007-08 of 80 improvements to practices or procedures, and the actual figure of 34. As can be seen from the last four years, the number of recommendations each year can vary considerably depending on the nature of the complaints investigated. The target for 2007-08 was an overestimate based on the anticipated number of improvements in 2006-07, which included an unusual case that had 24 recommended improvements. If this outlier case is excluded from the actual numbers for 2006-07, the number of accepted recommendations in 2007-08 is slightly higher than the previous year.

Key Efficiency Indicators

The Ombudsman's key efficiency indicators for Service 1: *Investigation of Complaints about Administrative Actions of Public Sector Organisations* relate to timeliness of complaint handling and the cost per allegation. These indicators show a substantial improvement in the timeliness of complaint handling this year.

Service 1: Public Sector Organisations

	2004-05	2005-06	2006-07	2007-08 Target	2007-08 Actual
Percentage of allegations finalised within three months	67%	63%	69%	70%	78%
Percentage of allegations finalised within 12 months	93%	90%	89%	95%	95%
Percentage of allegations on hand at 30 June less than three months old	43%	34%	33%	40%	51%
Percentage of allegations on hand at 30 June less than 12 months old	84%	77%	78%	85%	85%
Cost per finalised allegation (a)	\$1,724	\$1,582 (b)	\$2,579	\$2,219	\$2,941

(a) This is the net cost of Service 1 divided by the number of allegations finalised.

(b) Cost figures from 2005-06 onwards do not include capital user charges. To allow comparison, the 2005-06 figures are those shown in the 2006-07 Budget Papers and differ from those shown in the 2005-06 Annual Report which did include capital user charges. The 2004-05 cost figure includes capital user charges and has not been adjusted.

Comparison of Actual Results and Budget Targets

There has been a significant improvement in the timeliness of complaint handling this year, with all targets met and, in some cases, exceeded by a considerable amount. This has arisen due to a strong focus in recent years on efficiency and timeliness of the complaint handling process. The office will continue to build on this achievement in the future.

The cost per allegation has increased this year because there has been full staffing of the office compared to last year, where there were some positions unfilled during the year. The additional staffing costs have resulted in an increase in the cost per allegation, but have also resulted in a significant improvement in service delivery, particularly in the timeliness of complaint resolution. In 2008-09 and the out years, the office will be targeting a reduction in cost per allegation handled, and is currently implementing significant operational and organisational restructuring and enhancements to achieve this outcome.

Service 2: Telecommunications Intercept Audit

The Ombudsman's key efficiency indicator for Service 2: *Inspection of Eligible Authorities to Ensure Compliance with Statutory Provisions When They Intercept Telecommunications* relates to the cost per inspection.

Table 3 – Service 2: Telecommunications Intercept Audit					
	2004-05	2005-06	2006-07	2007-08 Target	2007-08 Actual
Average cost per inspection (a)	\$3,061	\$3,333 (b)	\$2,341	\$3,375	\$4,254

- (a) This is the net cost of Service 2 divided by the number of inspections conducted that examined warrants issued in 2007-08.
- (b) Cost figures from 2006 onwards 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 2004-05 cost figure includes capital user charges and has not been adjusted.

Comparison of Actual Results and Budget Targets

The cost per inspection in 2007-08 is slightly higher than the target because there have been slightly fewer inspections than anticipated. However this is not a true reflection of workload as there have been a similar total number of warrants examined during these inspections.

See page 69 for the [Independent Audit Opinion and Certification of Key Performance Indicators](#).