

## Performance Highlights 2008-09

### Substantially improved timeliness of complaint resolution:

- 61% reduction in the average time to finalise complaints;
- 72% reduction in open complaints older than 6 months; and
- 84% reduction in open complaints older than 12 months.

### Improved timeliness in complaint handling over the last three years has resulted in:

- Average time to resolve complaints  
– down from 271 days to 72 days;
- Open complaints older than 6 months  
– down from 199 to 22; and
- Open complaints older than 12 months  
– down from 97 to 6.

### Our complaint resolution work resulted in:

- 124 remedial actions by public authorities to assist complainants;
- 69 improvements to public administration; and
- 100% of our recommendations accepted by public authorities.

Improved awareness of, and accessibility to, our office through:

- Two regional visits involving complaint clinics and workshops for public authorities, community groups and Indigenous people;
- Hosting the Integrity Coordinating Group Forum; and
- Ombudsman speeches and media appearances.

Improved public administration through two major Ombudsman projects examining:

- Management of personal information by public authorities; and
- Effective administration of complaint handling systems by public authorities.

Establishment of the important new Child Death Review jurisdiction that will work to:

- Review the deaths of certain children known to the Department for Child Protection; and
- Where appropriate, recommend improvements to the way that public authorities operate to help prevent deaths of children.

Development of our strategic direction over the next three years through:

- The Ombudsman's Strategic Plan 2009-11; and
- Establishing a Human Resources Strategy covering attraction and retention, performance management and staff development.