

# About Us

## Our Vision

Fair, accountable and responsive decision making and practices by public authorities.

## Our Mission

To serve Parliament and Western Australians by:

- Resolving complaints about the decision making of public authorities; and
- Improving the standard of public administration.

## Our Values

- **Fair:** We observe procedural fairness at all times, use a 'no surprises' approach in all of our work and provide our services equitably to all Western Australians.
- **Independent:** The Ombudsman is an officer of the Parliament, independent of the Government of the day and independent of all parties in dispute.
- **Accountable:** We should be, and are, accountable for our performance and proper expenditure of taxpayers' money. Being accountable means being:
  - **Rigorous:** We undertake work that is important to the community and our decisions are supported by appropriate evidence.
  - **Responsible:** All recommendations for change to public administration must be practical and proportionate to the problem identified and must demonstrate a net public benefit.
  - **Efficient:** We undertake our work in a timely way at least cost. We value working with other agencies that further good public administration but we should never duplicate their work.

## Our Strategic Focus

- Complaint resolution that is independent, fair and timely, raising community awareness of our role and increasing access to our services;
- Improved public administration through investigation of concerns that affect the broader community, recommending improvements and promoting good practice;
- Review and investigation of certain child deaths and recommendations to the Department for Child Protection and other public authorities;
- Inspection of the records of telecommunications interception activities and review of appeals by overseas students; and
- Good governance and maintaining a skilled and valued workforce.

# Overview of the Ombudsman's Office

This section provides an overview of the annual report as well as an introduction to the Ombudsman's office and a discussion of the significant issues impacting on the agency during the past year and into the future.

- **Executive Summary**
  - Ombudsman's Report
  - Highlights 2009-10
  - Financial Overview
- **Operational Structure**
- **Significant Issues Impacting the Office**



Serving  
Parliament  
Serving Western  
Australians