

Appendices

This section provides additional information to assist readers.

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**Additional
Information**

Appendix 1 – Complaints Received and Finalised

	TOTAL COMPLAINTS RECEIVED IN 2009-10	COMPLAINTS FINALISED										TOTAL COMPLAINTS FINALISED 2009-10
		FINALISED AT INITIAL ASSESSMENT					FINALISED AT INVESTIGATION					
		No jurisdiction	Further investigation not warranted	Withdrawn by complainant	Referred back to the public authority	More appropriate body to handle complaint	Resolved	Sustained	Not sustained	Cannot be determined	Complaint withdrawn or not proceeded with	
PUBLIC SECTOR												
Agriculture and Food, Department of	4	2		1					1			4
Architects Board of Western Australia	1			1								1
Attorney General, Department of the	18	5	3	1	4		2	2	1		1	19
Botanic Gardens and Parks Authority	1		1									1
Builders Registration Board	3		1	1								2
Building Disputes Tribunal	2		1									1
Cemetery Boards									1			1
Central TAFE	6				1		2		2			5
Challenger TAFE	3			2					1			3
Child Protection, Department for	56	3	9	1	25	2	2	1	1	1	1	46
Commerce, Department of	11		3		3				2			8
Communities, Department for	8	3	3		1				1			8
Corrective Services, Department of	493	12	133	11	167	18	97	8	8	3	6	463
Culture and the Arts, Department of	1					1						1
Director of Public Prosecutions, Office of the	5	4										4
Curriculum Council	1		1									1
Disability Services Commission	7	3	2			2			1			8
East Perth Redevelopment Authority	1								1			1
Education Services, Department of	2	1										1
Education, Department of	38	1	10		6	1	1	4	6			29
Electoral Commission	6	2	1	1			1					5
Energy, Office of	2	1		1	1							3
Environment and Conservation, Department of	9	2					2	1	1			6
Environmental Protection Authority, Office of	4	1				1			1			3
Equal Opportunity Commission	2	1	1									2
Fire and Emergency Services Authority	3	1	1				1					3
Fisheries, Department of	19	6	5		5	1						17
Forest Products Commission	1								1			1
Fremantle Port Authority	1	1										1
Gold Corporation	1											
Government Employees Superannuation Board	4	1				1			1			3
Graylands Hospital	1	1										1
GSL (Aust) Pty Ltd - Courts	1				1							1
GSL (Aust) Pty Ltd - Transport	2				1	1		1				3
Hairdressers Registration Board	1	1										1
Health Review, Office of	3	1			1				2			4
Health, Department of	24	4	2	4	3	8	1					22
Horizon Power	1								1			1
Housing, Department of	114	2	25	6	29	1	15	4	12		4	98
Indigenous Affairs, Department of	2					1			2			3
Information Commissioner, Office of the	1											
Insurance Commission of WA	4				1							1



PUBLIC SECTOR CONTINUED	TOTAL COMPLAINTS RECEIVED IN 2009-10	COMPLAINTS FINALISED										
		FINALISED AT INITIAL ASSESSMENT					FINALISED AT INVESTIGATION					TOTAL COMPLAINTS FINALISED 2009-10
		No jurisdiction	Further investigation not warranted	Withdrawn by complainant	Referred back to the public authority	More appropriate body to handle complaint	Resolved	Sustained	Not sustained	Cannot be determined	Complaint withdrawn or not proceeded with	
Landcorp (WA Land Authority)	2		1		1							2
Landgate	7		2	1	2	1	1					7
Legal Aid WA	11		4		5		1	1	1			12
Legal Practice Board	1	1										1
Legal Profession Complaints Committee	2	1		1					2			4
Local Government Advisory Board	1								1			1
Local Government, Department of	18		4		2		1					7
Lotteries Commission	1				1							1
Main Roads WA	9	1	1		2		1				1	6
Medical Board of WA									1			1
Mines and Petroleum, Department of									2			2
Nurses and Midwives Board of WA	1			1								1
Painters Registration Board	1				1							1
Pharmaceutical Council of WA	1	1										1
Pilbara TAFE	1											
Planning, Department of	8	1		3	1							5
Podiatrists Registration Board	2			1								1
Polytechnic West	3			1	1				1			3
Prisoners Review Board	39	4	20	3	3	3	3		1			37
Psychologists Board of WA	2				1	1						2
Public Advocate	3		1	1					1			3
Public Sector Standards Commissioner, Office of the	1	1		1								2
Public Transport Authority	18	2	5		4	4	1			1		17
Public Trustee	15	1	1	1	5		1		3			12
Racing, Gaming and Liquor, Department of	2	1	1									2
Real Estate and Business Agents Supervisory Board	5	1	2		2							5
Regional Development and Lands, Department of	1											
Registry of Births, Deaths & Marriages	1			1								1
Rottneest Island Authority	2					1						1
SERCO - Acacia Prison	35	1	9	2	8	2	4			1		27
Small Business Development Corporation	1							1				1
Training and Workforce Development, Department of	4								1		1	2
Transport, Department of	67	2	9	4	15		15	5	4		3	57
Treasury and Finance, Department of	8		4		3		2	1				10
Valuer General, Office of the	1						1					1
Veterinary Surgeons Board	2								1			1
Water Corporation	24		2	1	4	3	4		2			16
Water, Department of	1											
West Coast TAFE	1			1								1
Western Australia Police	163	11	16	7	73	26	5	2	8	1	1	150
Western Australian College of Teaching	3	1			1		1					3
Western Australian Planning Commission	2								1			1
Western Power Corporation	3		1				2					3
Workcover	5	1	1		1		1					4
TOTAL PUBLIC SECTOR	1345	90	286	60	385	79	168	31	77	7	18	1201

	TOTAL COMPLAINTS RECEIVED IN 2009-10	COMPLAINTS FINALISED										
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		No jurisdiction	Further investigation not warranted	Withdrawn by complainant	Referred back to the public authority	More appropriate body to handle complaint	Resolved	Sustained	Not sustained	Cannot be determined		Complaint withdrawn or not proceeded with
LOCAL GOVERNMENT												
Albany, City of	4		2			1			1			4
Armadale, City of	3		1				1		1			3
Ashburton, Shire of	2				1							1
Augusta / Margaret River, Shire of	2		1				1	1				3
Bassendean, Town of	3						1		1			2
Bayswater, City of	8		2				2	1	2			7
Belmont, City of	3			1	1							2
Boddington, Shire of	3		1						1			2
Bridgetown / Greenbushes, Shire of	1								1			1
Broome, Shire of	3	1					1	1				3
Bunbury, City of	1		1									1
Busselton, Shire of	1							1				1
Cambridge, Town of	3		1		1	1						3
Canning, City of	9	2	2		3			1				8
Capel, Shire of	2		1					1	2			4
Chittering, Shire of	1		1									1
Claremont, Town of	2	1	1					1				3
Cockburn, City of	8				4		1		3			8
Collie, Shire of	1		1							1		2
Coorow, Shire of	3				1		2					3
Corrigin, Shire of	1								1			1
Cue, Shire of	1		1									1
Dardanup, Shire of	3		1						2			3
Denmark, Shire of	1										1	1
Dumbleyung, Shire of	4		1		1		2					4
East Fremantle, Town of	2								2			2
Esperance, Shire of	1											
Exmouth, Shire of									1			1
Fremantle, City of	6		1		2		1	1	1			6
Geraldton-Greenough, City of	7					2			5			7
Gingin, Shire of	3		2		1							3
Gosnells, City of	6				2	1			1		1	5
Halls Creek, Shire of	1				1							1
Harvey, Shire of	1											
Joondalup, City of	12	1	2			2		2	6			13
Kalamunda, Shire of	12	1	2		1		1	1	3			9
Kalgoorlie / Boulder, City of	1							1		1		2
Kellerberin, Shire of	1								1			1
Kwinana, Town of	1		1									1
Mandurah, City of	7		2		1		2	1	1			7
Melville, City of	8		3		1		1		1			6
Merredin, Shire of	1		1	1								2
Mt. Marshall, Shire of	1		1									1
Mundaring, Shire of	4		1				1		1			3
Murray, Shire of	1						1					1
Nannup, Shire of	1	1										1
Narrogin, Shire of	1						1					1
Nedlands, City of	5		3				1		1			5
Northam, Shire of	1							1				1



LOCAL GOVERNMENT CONTINUED	TOTAL COMPLAINTS RECEIVED IN 2009-10	COMPLAINTS FINALISED										TOTAL COMPLAINTS FINALISED 2009-10
		FINALISED AT INITIAL ASSESSMENT					FINALISED AT INVESTIGATION					
		No jurisdiction	Further investigation not warranted	Withdrawn by complainant	Referred back to the public authority	More appropriate body to handle complaint	Resolved	Sustained	Not sustained	Cannot be determined	Complaint withdrawn or not proceeded with	
Peppermint Grove, Shire of	1		1									1
Perth, City of	6		1			3					1	5
Plantagenet, Shire of	1											
Port Hedland, Town of	1					1						1
Rockingham, City of	5	1	2		1	1			1			6
Roebourne, Shire of	2		1		1							2
Serpentine / Jarrahdale, Shire of	1							1				1
South Perth, City of	10	2		1		1	1		3	1		9
Stirling, City of	23	2	4		6		3		4			19
Subiaco, City of	2	1				1						2
Swan, City of	10		1		1	1	2	1	4		1	11
Three Springs, Shire of	1				1							1
Toodyay, Shire of	3		1				1		1			3
Victoria Park, Town of	2				1							1
Vincent, Town of	4		3			1						4
Wanneroo, City of	5		1				1		1			3
Waroona, Shire of	1						1					1
Wyndham / East Kimberley, Shire of	2		1									1
York, Shire of	3		1				1		1			3
TOTAL LOCAL GOVERNMENT	240	13	54	3	32	16	30	16	54	3	4	225
TERTIARY INSTITUTIONS												
Curtin University	29	2	1	1	1	1		3	24	1		34
Edith Cowan University	14	1	3		4	1	2		2			13
Murdoch University	9		1	1		1	2		1	1		7
University of Western Australia	4				1	1						2
University of Notre Dame Australia		1										1
TOTAL TERTIARY INSTIUTIONS	56	4	5	2	6	4	4	3	27	2	0	57
TOTAL COMPLAINTS ABOUT AGENCIES IN JURISDICTION	1641	107	345	65	423	99	202	50	158	12	22	1483
TOTAL COMPLAINTS ABOUT AGENCIES NOT IN JURISDICTION	368	365										365
GRAND TOTAL	2009	472	345	65	423	99	202	50	158	12	22	1848

Appendix 2 - Legislation

Principal Legislation

- [Parliamentary Commissioner Act 1971](#)

Legislation and Other Instruments Governing Other Functions

- [Public Interest Disclosure Act 2003](#)
- [Terrorism \(Preventative Detention\) Act 2006](#)
- [Indian Ocean Territories \(Administration of Laws\) Act 1992](#)
- [Christmas Island Act 1958](#)
- [Cocos \(Keeling\) Islands Act 1955](#)
- [National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007](#)
- [Economic Regulation Authority Act 2003](#)
- [Electricity Industry Act 2004](#)
- [Energy Coordination Act 1994](#)
- [Parliamentary Commissioner Act 1971 \(section 34\)](#)
- [Telecommunications \(Interception and Access\) Act 1979 \(Commonwealth\)](#)
- [Telecommunications \(Interception\) Western Australia Act 1996](#)

Appendix 3 – Publications

The following publications are available electronically on the Ombudsman's website at www.ombudsman.wa.gov.au and in hard copy, in various formats, by request to mail@ombudsman.wa.gov.au:

Brochures and Posters

Ombudsman Brochures and Posters

Ombudsman Western Australia DL
A3 and A4 Ombudsman Western Australia summary posters
Ombudsman Western Australia summary DL leaflet

Guidelines and Information Sheets

For Complainants

How to complain to the Ombudsman (with complaints process flow chart)
- also translated into 15 different community languages
Making a complaint to the Ombudsman summary sheet
Ombudsman Western Australia and Energy Ombudsman Western Australia
Overview of the complaint management process
Making a complaint to a State Government agency
How we assess complaints
Assessment of complaints checklist
Being formally interviewed by the Ombudsman
Requesting the review of a decision
Complaining to the Ombudsman – Information for prisoners

For Agencies

Information for agencies – About the Ombudsman
Information for local governments – About the Ombudsman

Complaint Handling

Effective handling of complaints made to your organisation – An overview
Complaint handling system checklist
Making your complaint handling system accessible
Guidance for complaint handling officers
Conducting administrative investigations
Investigation of complaints
Procedural fairness (natural justice)
Good record keeping
Dealing with unreasonable complainant conduct
Managing unreasonable complainant conduct practice manual
Remedies and redress
Information for boards and tribunals

Making Good Decisions

Exercising discretion in administrative decision making
Giving reasons for decisions

Appendix 4 – Speeches and Presentations

Speeches and Presentations by Ombudsman, Chris Field in 2009-10

1 July 2009	Presented <i>The Ombudsman</i> at the Regional Awareness and Accessibility Program visit to the Mid West Region - Geraldton
6 & 7 August 2009	Presented <i>Recent Evolutions in Australian Ombudsmen</i> at the Australian Institute of Administrative Law National Forum 2009 - Canberra
24 September 2009	Presented <i>Recent Evolutions in Australian Ombudsmen</i> to the Western Australian chapter of the Australian Institute of Administrative Law - Perth
10 & 11 November 2009	Presented <i>The Ombudsman</i> at the Regional Awareness and Accessibility Program visit to the Peel Region - Mandurah
19 November 2009	Presented <i>Resolving Complaints and Promoting Good Administrative Practice</i> at the Local Government Managers Australia (WA) Annual State Conference 2009 - Perth
30 November 2009	Appeared on the expert panel at the <i>Integrity Coordinating Group's 2009 Forum, The New Integrity Agenda in Public Administration</i> - Perth
19 March 2010	Presented <i>The Ombudsman in the Integrity Framework</i> at the 25 th Australasian and Pacific Ombudsman Regional Conference - Canberra
6 May 2010	Presented <i>Independence – A Key Principle</i> at the Australian and New Zealand Ombudsman Association (ANZOA) Biennial Conference 2010 - Wellington, New Zealand
3 June 2010	Presented <i>Promoting Accountable and Transparent Decision Making in the Public Sector</i> at a LegalWise Conference 2010 - Perth