

Highlights 2009-10

Complaint Resolution

Complaint numbers

- 8,123 contacts were made to the office, including:
 - 6,114 enquiries.
 - 2,009 complaints.

Complaint outcomes

- 45% of investigated complaints were resolved by early resolution.
- 111 actions were initiated by public authorities to assist complainants.
- 60 improvements to the practices of public authorities were made as a result of Ombudsman investigations.

Timely complaint handling

- Timely complaint handling in 2009-10 resulted in all targets for resolving allegations being exceeded:
 - 82% of allegations were finalised within 3 months.
 - 99% of allegations were finalised within 12 months.
 - 63% of allegations on hand at 30 June were less than 3 months old.
 - 97% of allegations on hand at 30 June were less than 12 months old.

Reducing aged cases

- There has been a significant reduction in aged cases over the last five years:
 - The average age of open complaints has decreased by 64%.
 - Open complaints more than 12 months old have decreased by 90%.
 - Open complaints more than 6 months old have decreased by 63%.

Cost-effective complaint handling

- The cost of finalising complaint allegations has reduced for the second year in a row from \$2,941 in 2007-08 to \$1,999 in 2009-10.



Administrative Improvement

Major administrative improvement projects

- A report analysing a comprehensive survey of complaint handling systems by Western Australian public authorities showed:
 - They take complaint handling seriously, largely have appropriate practices in place to handle complaints, and are generally doing a good job of handling complaints.
 - There are opportunities for improvement of complaint handling practices.
 - Effective and efficient implementation of complaint handling principles can be achieved through a 'fit for purpose' system.
- A review of how public authorities manage personal information was commenced.

Child Death Review

Child death review

- A new function to review the deaths of certain children has been implemented.
- 92% of the 73 cases transferred to the office upon the commencement of the Ombudsman's child death review function on 30 June 2009 have been finalised.
- 63% of the 76 child death notifications received during the year have been finalised.

Establishment of key relationships

- Strong working relationships with key stakeholders have been established including:
 - Appointing a Child Death Review Advisory Panel.
 - Building networks with relevant public authorities.

Improving Awareness and Access

Improving awareness of, and access to, the Ombudsman's office

- Regional visits continued to be a successful initiative with three visits undertaken during the year.
- A new website was launched with dedicated pages to assist the community and public authorities.
- Indigenous Western Australians have improved access to services through the appointment of a Principal Indigenous Liaison Officer and outreach work with Indigenous communities.