

Executive Summary

Ombudsman's Report



The twelve month period documented in this annual report has been the busiest and most productive since I commenced as Ombudsman.

Our ongoing program to improve the quality and timeliness of complaint handling has seen us exceed all Key Efficiency Indicator targets and at a lower cost per finalised allegation than last year. Indeed over the last five years, the average age of open complaints has been reduced by 64%, there

has been a 90% reduction in open complaints older than twelve months and a 63% reduction in open complaints older than six months.

Our Administrative Improvement Team has enabled a more strategic approach to improving public administration at a systemic level. The Team undertakes evidence-based projects and any recommendations for improvement to public administration must be practical, proportionate, well-targeted and cost-beneficial. In June this year we were very pleased to release a report of a major administrative improvement project, *2009-10 Survey of Complaint Handling Practices in the Western Australian State and Local Government Sectors*.

Another critical achievement has been the significant work undertaken in the first year of the child death review jurisdiction. In this jurisdiction, we review the circumstances in which certain child deaths occur, identify patterns or trends in relation to these deaths and identify improvements to practices to prevent or reduce child deaths.

The achievements of my office are the achievements of a very talented and dedicated staff team. Each member of that team has made an enormous contribution to our work this year and I take this opportunity to thank each of them.

Western Australians look to my office to provide independent and timely resolution of their complaints about public administration and to contribute to government hallmarked by integrity, accountability and responsiveness. I am confident that we are undertaking these vital responsibilities effectively, efficiently and always in the public interest.



Chris Field,
Western Australian Ombudsman