

Highlights 2010-11

Complaints

Complaints and Enquiries

There were 8,190 contacts with the office, including:

- 6,220 enquiries; and
- 1,970 complaints.

Timely Complaint Handling

Timely complaint handling in 2010-11 meant that:

- 78% of allegations were finalised within 3 months and 96% were finalised within 12 months.
- 68% of allegations on hand at 30 June 2011 were less than 3 months old and 98% were less than 12 months old.

Reducing Aged Complaints

A continued focus on eliminating aged complaints has resulted in significant improvements over the last five years including:

- 96% reduction of open complaints over 12 months old with 2 complaints over 12 months on 30 June 2011 compared to 53 on 30 June 2006.
- 84% reduction of open complaints over 6 months old with 18 complaints over 6 months on 30 June 2011 compared to 110 on 30 June 2006.
- The average age of open complaints has decreased by 72%.

Efficient Complaint Handling

- The cost of finalising allegations has reduced for the third consecutive year from \$1,999 per allegation finalised in 2009-10 to \$1,899 in 2010-11.

Child Death Reviews

- There were 31 child deaths that were investigable.
- Timely review processes have resulted in:
 - 57% of reviews completed within 3 months; and
 - 87% of reviews completed within 6 months.
- Important patterns and trends in relation to child deaths have been identified.
- As a result of child death reviews, improvements to public administration, designed to prevent or reduce child deaths, have been achieved.
- Significant work has been undertaken on two major own motion investigations relating to deaths of infants and planning for children in care.

Administrative Improvement

- Complaints to the Ombudsman resulted in improvements to administrative decision making and practices.
- A report of an own motion investigation on the management of personal information highlighted good practices and opportunities for improvement and provided a self assessment checklist for use by public authorities.
- Workshops and guidelines have provided targeted assistance to staff in public authorities to strengthen their capacity in complaint handling and decision making.

Collaboration and Access to Services

- Collaboration with other accountability agencies including the coordination of the Integrity Coordinating Group Forum 2011 and launch of the *Integrity in Decision Making* product developed by the Integrity Coordinating Group.
- Access for Indigenous people continued to be a focus through strategies to strengthen networks, particularly for people in rural and remote locations.
- Regional visits continued to enhance access to Ombudsman services through visits to the Great Southern Region, the Indian Ocean Territories and Wiluna.