



This section provides additional information to assist readers.

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## Appendix 1 – Complaints Received and Finalised

		Complaints finalised at assessment				Complaints finalised at investigation					
	Total Complaints Received in 2013-14	Issue not in jurisdiction	More appropriate body to handle complaint	Referred back to the public authority	Investigation not warranted	Resolved	Sustained	Not sustained or cannot be determined	Discontinued	Withdrawn	Total Complaints Finalised in 2013-14
PUBLIC SECTOR											
Aboriginal Affairs, Department of	3					3		5			8
Agriculture and Food, Department of	5		1	2		1					4
Attorney General, Department of the	40	9	5	10	8	7					39
Building and Construction Industry Training Fund	1					1					1
Central Institute of Technology	9		1	3	1	4		1			10
Child Protection and Family Support, Department for	62	1	7	20	13	19	1		1	1	63
Commerce, Department of	36	2		4	9	21				1	37
Conservation Commission of Western Australia	1		1								1
Construction Industry Long Service Leave Payments Board	1					1					1
Corrective Services, Department of	214	7	11	68	56	75		1		7	225
Council of Official Visitors	1		1								1
Culture and the Arts, Department of	3		2							1	3
Disability Services Commission	5		2	1	1	1					5
Durack Institute of Technology	1					1					1
Education, Department of	33	1	5	9	8	11					34
Electoral Commission	1	1									1
Environment Regulation, Department of	5	1			1	2					4
Environmental Protection Authority	1			1							1
Finance, Department of	8			1	3	3	2			1	10
Fire and Emergency Services, Department of	3		1		1			1			3
Fisheries, Department of	1	1									1
Forest Products Commission	1		1								1
Government Employees Superannuation Board	1		1								1
Health and Disability Services Complaints Office	3			1		3					4
Health, Department of	41	1	18	4	12	5					40
Housing, Department of	126	4	4	24	27	63		1			123
Insurance Commission of Western Australia	2		1		1			1			3
Keep Australia Beautiful Western Australia	1			1							1
Landcorp	1		1								1
Landgate	1					1					1
Lands, Department of	1				1						1
Legal Aid Western Australia	9			1	2	3					6
Legal Profession Complaints Committee	1	1									1
Local Government and Communities, Department of	6	1			1	4					6
Lotteries Commission	1										
Main Roads Western Australia	6		2	1	1	1					5
Metropolitan Cemeteries Board	2	1				1					2
Metropolitan Redevelopment Authority	1				1						1

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Mines and Petroleum, Department of	3			1	1					1	3
Planning, Department of	2	1			1	1					3
Polytechnic West	3	2	1								3
Prisoners Review Board	13	2		1	9	1					13
Public Advocate, Office of the	6			2	2	5					9
Public Sector Commission	3	3									3
Public Transport Authority of Western Australia	15		1	2	4	10				1	18
Public Trustee	22	2	1	4	6	9					22
Racing, Gaming and Liquor, Department of	6				2	3					5
Regional Development, Department of	1				1						1
Rottneest Island Authority	3				1	2					3
School Curriculum and Standards Authority	2	1			1						2
SERCO - Acacia Prison	38	1	7	7	10	8				1	34
Small Business Development Corporation	1				1						1
South West Development Commission	1		1								1
Teachers Registration Board	5				1	4					5
Tourism Western Australia	1					1					1
Training and Workforce Development, Department of	7			1	1	2		2		1	7
Transport, Department of	63	2	5	15	18	29	1				70
Veterinary Surgeons' Board	2					2					2
Water Corporation	28	2	3	8	8	7				2	30
Water, Department of	7			1	2	2		1		1	7
West Coast Institute of Training	2		1							1	2
Western Australia Police	126	10	24	33	31	22				2	122
Western Australian Planning Commission	4		1		1	2					4
Western Power Corporation	2	1	1								2
Workcover WA	6				3	3					6
TOTAL PUBLIC SECTOR COMPLAINTS	1,010	58	111	226	251	344	4	13	1	21	1,029



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LOCAL GOVERNMENT											
Albany, City of	2			1	1						2
Armadale, City of	6		1	1	2	3					7
Ashburton, Shire of	1					1					1
Augusta / Margaret River, Shire of	1				1						1
Bassendean, Town of	1					1					1
Bayswater, City of	3		1		1	1					3
Belmont, City of	5		1		1	3					5
Boddington, Shire of	1	1									1
Broome, Shire of	3				1	2					3
Broomehill-Tambellup, Shire of						1					1
Bunbury, City of	1					3					3
Busselton, City of	10	1	2	1		6					10
Cambridge, Town of	6				3	3					6
Canning, City of	4		1			1					2
Carnarvon, Shire of	2				1						1
Christmas Island, Shire of	1					1					1
Claremont, Town of	6	1	1			3					5
Cockburn, City of	4			1		4					5
Cottesloe, Town of	2					2					2
Cue, Shire of	1										
Cunderdin, Shire of	1						1				1
Dalwallinu, Shire of						1					1
Dardanup, Shire of	1	1									1
Denmark, Shire of	1					1					1
East Fremantle, Town of	2				1						1
Exmouth, Shire of	1					1					1
Fremantle, City of	6		1		1	2				1	5
Gingin, Shire of	1			1							1
Gosnells, City of	15	1	3	1	1	6					12
Greater Geraldton, City of	1										
Harvey, Shire of	2				1						1
Joondalup, City of	18	1	3	3	5	5				1	18
Kalamunda, Shire of	4		1	1		1					3
Kalgoorlie-Boulder, City of	1					1					1
Karratha, City of	3		1		1					1	3
Katanning, Shire of	1				1						1
Kwinana, City of	1										
Mandurah, City of	4				1	4					5
Melville, City of	7	1	1		4	2					8
Menzies, Shire of	1					1					1
Merredin, Shire of	1					1					1
Moora, Shire of	2					1					1
Mundaring, Shire of	4				1	3	1				5
Nannup, Shire of	1	1									1
Narrogin, Shire of	1		1								1
Nedlands, City of	1					1					1
Perth, City of	20	4	10		5	1					20

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Port Hedland, Town of	1			1							1
Rockingham, City of	4	1		1	1	1					4
Serpentine Jarrahdale, Shire of	4					4				1	5
Shark Bay, Shire of	1		1								1
South Perth, City of	3	1				2					3
Stirling, City of	17		2	1	4	7		1		1	16
Subiaco, City of	7		3	1	2	1					7
Swan, City of	5				1	4	1				6
Three Springs, Shire of	1									1	1
Upper Gascoyne, Shire of	1		1								1
Victoria Park, Town of	9		1	3	2	3					9
Vincent, City of	10		2	1	3	3					9
Wanneroo, City of	17	1	1	9	2	6					19
Waroona, Shire of	3			1	1						2
Woodanilling, Shire of							1				1
Wyndham East Kimberley, Shire of				1							1
York, Shire of	5		1	1		1				1	4
TOTAL LOCAL GOVERNMENT COMPLAINTS	249	15	40	30	49	99	4	1		7	245

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UNIVERSITIES											
Curtin University	33	1	2	7	6	11	1	8		2	38
Edith Cowan University	35	1		13	5	5	1	9		1	35
Murdoch University	20			5	3	6		4		1	19
University of Western Australia	9	2	2	2	1	2					9
TOTAL UNIVERSITIES	97	4	4	27	15	24	2	21		4	101

<b>AGENCIES OUT OF JURISDICTION</b>											
Organisation not identified	27	10	9		10						29
Agencies out of jurisdiction	499	85	394		27						506
<b>TOTAL AGENCIES OUT OF JURISDICTION</b>	<b>526</b>	<b>95</b>	<b>403</b>		<b>37</b>						<b>535</b>

<b>TOTAL COMPLAINTS</b>											
Total complaints about agencies in jurisdiction	1,356	77	155	283	315	467	10	35	1	32	1,375
Total complaints about agencies out of jurisdiction	526	95	403		37						535
<b>GRAND TOTAL</b>	<b>1,882</b>	<b>172</b>	<b>558</b>	<b>283</b>	<b>352</b>	<b>467</b>	<b>10</b>	<b>35</b>	<b>1</b>	<b>32</b>	<b>1,910</b>





## Appendix 2 – Legislation

### Principal Legislation

- Parliamentary Commissioner Act 1971

### Legislation and Other Instruments Governing Other Functions

Inspection of Telecommunications Interception records	<ul style="list-style-type: none"> <li>• <u>Telecommunications (Interception and Access) Act 1979 (Commonwealth)</u></li> <li>• <u>Telecommunications (Interception and Access) Western Australia Act 1996</u></li> </ul>
Complaints and appeals by overseas students	<ul style="list-style-type: none"> <li>• <u>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007</u></li> </ul>
Public Interest Disclosures	<ul style="list-style-type: none"> <li>• <u>Public Interest Disclosure Act 2003</u></li> </ul>
Complaints from residents of the Indian Ocean Territories	<ul style="list-style-type: none"> <li>• <u>Indian Ocean Territories (Administration of Laws) Act 1992</u></li> <li>• <u>Christmas Island Act 1958</u></li> <li>• <u>Cocos (Keeling) Islands Act 1955</u></li> </ul>
Independent scrutiny	<ul style="list-style-type: none"> <li>• <u>Criminal Organisations Control Act 2012</u></li> <li>• <u>Criminal Code Amendment (Infringement Notices) Act 2011</u></li> </ul>
Complaints from persons detained under terrorism legislation	<ul style="list-style-type: none"> <li>• <u>Terrorism (Preventative Detention) Act 2006</u></li> </ul>
Energy and Water Ombudsman	<ul style="list-style-type: none"> <li>• <u>Parliamentary Commissioner Act 1971 (section 34)</u></li> <li>• <u>Economic Regulation Authority Act 2003</u></li> <li>• <u>Electricity Industry Act 2004</u></li> <li>• <u>Energy Coordination Act 1994</u></li> </ul>

### Other Key Legislation Impacting on the Office's Activities

- Auditor General Act 2006;
- Corruption and Crime Commission Act 2003;
- Disability Services Act 1993;
- Equal Opportunity Act 1984;
- Financial Management Act 2006;
- Industrial Relations Act 1979;
- Minimum Conditions of Employment Act 1993;
- Occupational Safety and Health Act 1984;
- Public Sector Management Act 1994;
- Salaries and Allowances Act 1975;
- State Records Act 2000; and
- State Supply Commission Act 1991



## Appendix 3 – Publications

The following publications are available electronically on the Ombudsman's website at [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au) and in hard copy by request to [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au). Publications can also be made available in alternative formats to meet the needs of people with a disability.

### Brochures and Posters

#### About the Ombudsman

- Ombudsman Western Australia Brochure
- Ombudsman Western Australia Summary Posters
- Ombudsman Western Australia Summary Flyer

### Guidelines and Information Sheets for Members of the Public

#### Making a Complaint

- How to complain to the Ombudsman (translated into 15 community languages)
- Making a complaint to the Ombudsman (summary information sheet)
- Complaining to the Ombudsman - Information for prisoners
- Complaints by overseas students
- Making a complaint to a State Government agency

#### How Complaints are Handled

- Overview of the complaint resolution process - Information for complainants
- How we assess complaints
- Assessment of complaints checklist
- Being interviewed by the office of the Ombudsman
- Requesting a review of a decision about a complaint to the Ombudsman

### Guidelines and Information Sheets for Public Authorities

#### General Information

- Overview of the complaint resolution process - Information for public authorities
- Information for boards and tribunals



## Information Packages for Public Authorities

The following publications are available as individual documents and as a suite of documents under the headings listed:

### Decision Making

- Exercise of discretion in administrative decision making
- Procedural fairness (natural justice)
- Giving reasons for decisions
- Good record keeping

### Effective Complaint Handling

- The principles of effective complaint handling
- Effective handling of complaints made to your organisation – An overview
- Complaint handling systems Checklist
- Making your complaint handling system accessible
- Guidance for Complaint Handling Officers
- Investigation of complaints
- Procedural fairness (natural justice)
- Good record keeping
- Remedies and Redress
- Dealing with unreasonable complainant conduct
- Managing unreasonable complainant conduct: Practice manual

### Conducting Investigations

- Conducting administrative investigations
- Investigation of complaints
- Procedural fairness (natural justice)
- Giving reasons for decisions
- Good record keeping

### Management of Personal Information

- Management of Personal Information
- Checklist - Management of Personal Information
- Good practice principles for the management of personal information

### **Integrity Coordinating Group Publications**

The following publications have been produced by the Integrity Coordinating Group and are available at [www.icg.wa.gov.au](http://www.icg.wa.gov.au) and via links from the Ombudsman's website:

- Integrity in decision making
- Conflicts of interest
- Gifts, benefits and hospitality
- Raising concerns - taking action on integrity issues