

## Ombudsman Western Australia

Serving Parliament - Serving Western Australians

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Fair • Independent • Accountable



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**Strategic Plan  
2019 - 2021**

# Ombudsman Western Australia Strategic Plan 2019-2021

## Our Vision

Lawful, reasonable, fair and accountable decision making and practices by public authorities.

## Our Mission

To serve Parliament and Western Australians by:

- Receiving, investigating and resolving complaints about State Government agencies, local governments and universities;
- Reviewing certain child deaths and family and domestic violence fatalities;
- Improving public administration for the benefit of all Western Australians through own motion investigations and education and liaison programs with public authorities; and
- Undertaking a range of additional functions, including statutory inspection and monitoring functions.

## Our Key Stakeholders

- **Parliament**
- **The public**
- **State Government agencies, local governments and universities (public authorities)**
- **Non-government organisations**

## Our Values

We value being:

- **Fair:** We observe the requirements of our legislation at all times, use a 'no surprises' approach in all of our work and provide our services equitably to all Western Australians.
- **Independent and Impartial:** The Ombudsman is an officer of the Parliament, independent of the government of the day and impartial in all of our work.
- **Accountable:** We should be, and are, accountable for our performance and proper expenditure of taxpayers' money. Being accountable means being:
  - **Rigorous:** We undertake work that is important to the community and our decisions are supported by appropriate evidence.
  - **Responsible:** All recommendations for change to public administration are practical and proportionate to the problem identified and have a net public benefit.
  - **Efficient:** We undertake our work in a timely way at least cost. We value working with other agencies that further good public administration but we never duplicate their work.

## Our Strategic Direction

### Complaint Resolution

- Investigating and resolving complaints from the public about Western Australian State Government agencies, local governments and universities, in a high quality, independent, impartial, fair and timely manner, with an emphasis on early resolution where appropriate.
- Making practical recommendations to improve public administration and provide remedies for complainants, and monitoring their implementation and effectiveness.

### Own Motion Investigations

- Proactively identifying concerns about the decision making and practices of Western Australian public authorities.
- Undertaking major own motion investigations and reporting on the investigation to Parliament.
- Making practical recommendations to improve public administration, and monitoring their implementation and effectiveness.

### Review of Certain Child Deaths and Family and Domestic Violence Fatalities

- Reviewing the circumstances in which and why certain child deaths and family and domestic violence fatalities occur.
- Identifying patterns and trends that arise from reviews of child deaths and family and domestic violence fatalities.
- Making recommendations to State Government agencies about ways to prevent or reduce child deaths and family and domestic violence fatalities.

### Inspection and Monitoring

- Inspecting certain records and reports of the Western Australia Police and the Corruption and Crime Commission to ensure statutory compliance in the exercise of their powers.
- Monitoring and reporting on the operation of powers conferred on the Western Australia Police and other organisations under defined legislation.

### Collaboration, Access and Promotion of Good Practice

- Providing leadership in integrity, including working collaboratively with other Ombudsmen nationally and internationally and other accountability agencies in Western Australia.
- Raising awareness of our role and making our services accessible to all.
- Promoting and supporting good decision making practices and complaint handling in public authorities through publications, communications and workshops.

### Good Governance and a Skilled and Valued Workforce

- Maintaining strong and efficient governance and corporate systems that comply with relevant legislation and good practice.
- Undertaking strategic projects to enhance our capability and improve our performance.
- Attracting, developing and retaining a skilled and valued workforce with a culture that supports high quality, responsive and efficient service and treating people professionally, courteously and with appropriate sensitivity.

## Key Measures of Success

- The public is aware of our services and our services are accessible to all.
- All of our work is undertaken in a timely, effective and efficient manner.
- Recommendations are accepted, implemented and effective.
- Parliament and the Western Australian public value our services.