



Key Performance Indicators

Certification of Key Performance Indicators

For year ended 30 June 2017

We hereby certify that the key performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Parliamentary Commissioner for Administrative Investigations' performance, and fairly represent the performance of the Parliamentary Commissioner for Administrative Investigations for the financial year ended 30 June 2017.

Mary White
Chief Finance Officer

1 August 2017

Chris Field
Accountable Authority

1 August 2017

Key Performance Indicators

Key Effectiveness Indicators

The desired outcome for the Parliamentary Commissioner for Administrative Investigations (**the Ombudsman**) is:

The public sector of Western Australia is accountable for, and is improving the standard of, administrative decision making, practices and conduct.

Key Effectiveness Indicators	2012-13	2013-14	2014-15	2015-16	2016-17 Target	2016-17 Actual
Where the Ombudsman made recommendations to improve practices or procedures, the percentage of recommendations accepted by agencies (a)	100%	100%	100%	100%	100%	100%
Number of improvements to practices or procedures as a result of Ombudsman action (b)	72	152	99	156	100	109

(a) For public authority responses each year, the percentage of recommendations and suggestions relating to improved practices and procedures that were accepted by the public authority.

(b) For public authority responses each year, the number of recommendations and suggestions relating to improved practices and procedures that were accepted by the public authority.

Comparison of Actual Results and Budget Targets

Public authorities have accepted every recommendation made by the Ombudsman, matching the actual results of the past four years and meeting the 2016-17 target.

In 2007-08, the office of the Ombudsman (**the Office**) commenced a program to ensure that its work increasingly contributed to improvements to public administration. Consistent with this program, the 2016-17 actual number of improvements to practices and procedures of public authorities as a result of Ombudsman action (109) has exceeded the 2016-17 target (100). There may, however, be fluctuations from year to year, related to the number and nature of investigations finalised by the Office in any given year.



Key Efficiency Indicators

The Ombudsman's Key Efficiency Indicators relate to the following service:

Resolving complaints about decision making of public authorities and improving the standard of public administration.

Key Efficiency Indicators	2012-13	2013-14	2014-15	2015-16	2016-17 Target	2016-17 Actual
Percentage of allegations finalised within three months	83%	98%	98%	95%	95%	94%
Percentage of allegations finalised within 12 months	99%	100%	100%	100%	100%	100%
Percentage of allegations on hand at 30 June less than three months old	94%	98%	96%	93%	90%	94%
Percentage of allegations on hand at 30 June less than 12 months old	96%	100%	100%	100%	100%	100%
Average cost per finalised allegation (a)	\$1,821	\$1,858	\$1,857	\$1,886	\$1,890	\$1,889
Average cost per finalised notification of death (b)	\$12,281	\$18,407	\$18,983	\$18,597	\$18,950	\$16,731
Cost to monitor the Infringement Notices provisions of <i>The Criminal Code</i> (c)	N/A	N/A	\$413,586	\$851,068	\$557,000	\$549,267
Cost of monitoring and inspection functions (d)	NA	NA	NA	\$413,821	\$415,000	\$412,129

- (a) This is the net cost of complaint resolution services divided by the number of allegations finalised.
- (b) This is the net cost of undertaking the death review function divided by the number of notifications finalised.
- (c) This is the net cost of the function to monitor the Infringement Notices provisions of *The Criminal Code* in the relevant year.
- (d) This is the net cost of monitoring and inspection functions under relevant legislation.

Comparison of Actual Results and Budget Targets

The 2016-17 actual results for the Key Efficiency Indicators met, or were comparable to, the 2016-17 target. Overall, 2016-17 actual results represent sustained improvement in the efficiency of complaint resolution over the last five years.

The average cost per finalised allegation in 2016-17 (\$1,889) met the 2016-17 target (\$1,890). Since 2007-08, the efficiency of complaint resolution has improved significantly with the average cost per finalised allegation reduced by a total of 36% from \$2,941 in 2007-08 to \$1,889 in 2016-17.

The average cost per finalised notification of death (\$16,731) improved on the 2016-17 target (\$18,950) and the 2015-16 actual result (\$18,597), reflecting continuous improvement of the finalisation of notifications.

The cost to monitor the Infringement Notices provisions of *The Criminal Code* (\$549,267) met the 2016-17 target (\$557,000). The 2016-17 actual result is lower than the 2015-16 actual result (\$851,068), reflecting the final year of funding for this function.

The cost of monitoring and inspection functions (\$412,129) met the 2016-17 target (\$415,000).