From insight to action

Ombudsman Western Australia

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OMBUDSMAN

When trust falls and inequality grows, divisions deepen.

Trust in public institutions is falling.

Social inequity is growing.

Technology alone will not close the gap as it has no morality of its own.

What we see

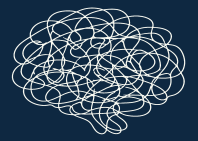
Complaints are up 61% over 2 years

In the last year:

- Local government +31%
- Public housing +64%
- Public schools and TAFE +97%

Challenging complainant behaviour

Underpinned by:



Frustration

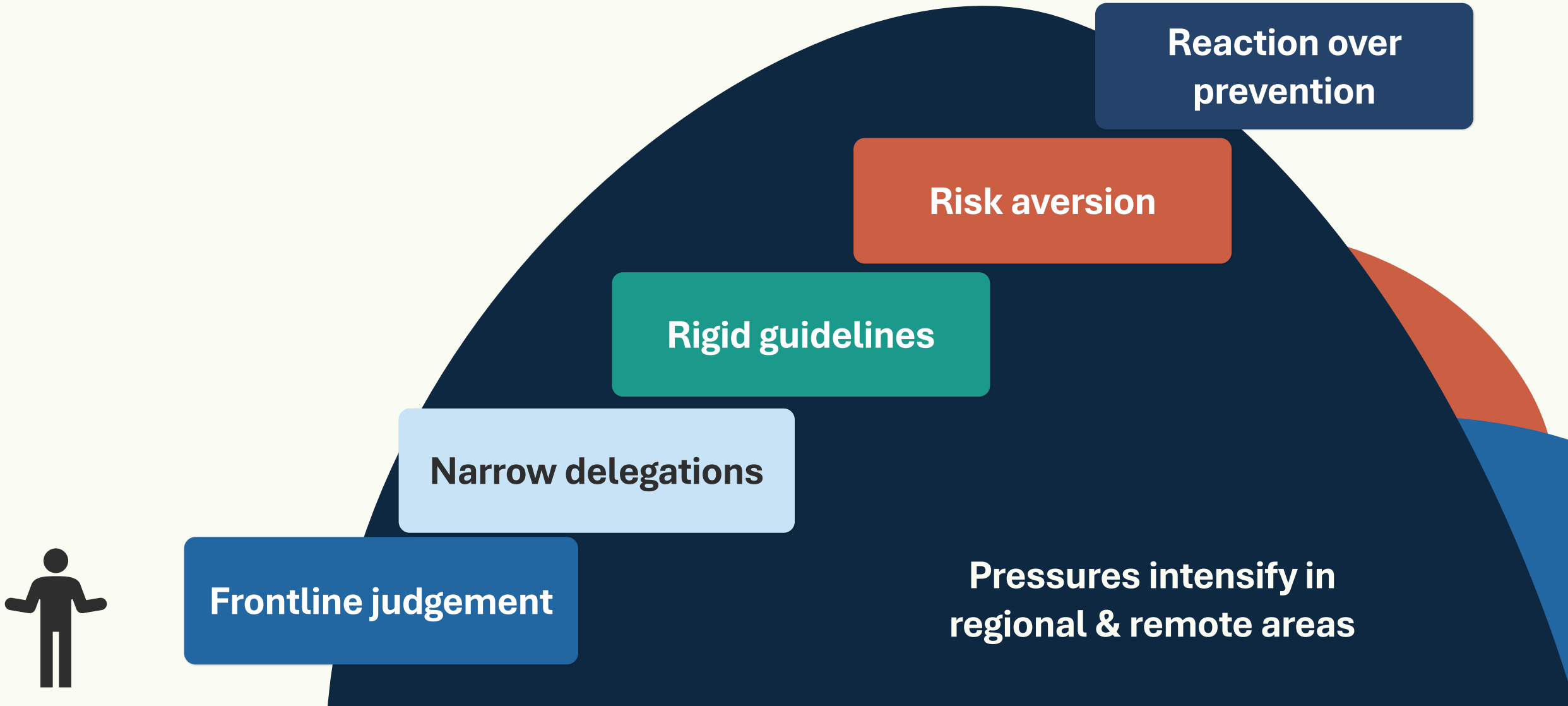


Vulnerability



Not feeling heard

Challenges face by frontline public servants



The role of the Ombudsman

Flexible approaches

Scrutiny

Learning

Transparency

Trust

1

2

3

Listen
To people's experience of government

Test
experiences against standards of fairness

Bring to light
continuing improvement of public administration

Our new agenda

Help not hinder

Our new agenda

Forward guidance

We will publish guidance on issues we may investigate

Aim: Transparency about issues of concern



1

Risk guidance

Do staff have clear guidance about risk?

2

Success measures

Do staff know what success looks like?

3

Geographical equity

Are people receiving a fair service wherever they live?

4

Joined-up services

Are agencies working together when an issue crosses agency boundaries?

A future-ready public service

Our ethical obligation

Empower decisions close to the front line

Know what works through evidence and feedback

Be transparent even when decisions are difficult

Listen → **Learn** → **Adapt** → **Act decisively**

Stay informed and engage with us



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