

OMBUDSMAN'S ANNUAL REPORT 2003, OSCAR PROJECT

2392. Mrs C.L.Edwardes to the Speaker

I refer the Speaker to the Ombudsman's Annual Report for 2003 and ask -

- (a) who are the two officers paid \$200,000 and \$250,000 and what is the break-down of the payments;
- (b) will the Speaker provide a list of the names of consultants and payments made to each in respect to 'Services and Contracts' paid in the financial years 2000/2001, 2001/2002 and 2002/2003; and
- (c) in respect to the OSCAR project -
 - (i) has this project been completed and if so, on what date;
 - (ii) what is the total cost-to-date (by year) of the project; and
 - (iii) what actions have been taken as a result of any outputs of the system?

The SPEAKER replied:

On behalf of the Ombudsman I advise -

- (a) The Ombudsman's Annual Report incorrectly recorded that one senior officer's total remuneration during 2002/2003 was between \$250,001 and \$260,000.

The remuneration in question related to the Deputy Ombudsman, Mr Alexander Errington, and should have been recorded as \$160,001 to \$170,000. Mr Errington retired in November 2002.

The actual remuneration for Mr Errington of \$169,094.12 consisted of:

Salary	\$ 63,467.71
Higher Duties Allowance	\$ 1,272.05
Payment for accrued leave on retirement	\$ 96,738.24
Employer's contribution to Gold State Superannuation (12%)	\$ 7,616.12

The remuneration reported for one officer as between \$200,001 and \$210,000 related to the Ombudsman, Ms Deirdre O'Donnell.

The actual remuneration for Ms O'Donnell of \$200,683.67 consisted of:

Salary	\$ 185,041.40
West State Superannuation Contribution (9%) calculated on Base Salary of \$173,803	\$ 15,642.27

- (b) Payments made to consultants by the Ombudsman during 2000/2001, 2001/2002 and 2002/2003 were as follows:

2000/2001

Alphawest	\$9,300.00
ComputerCorp	\$165.00
Edge in Arc Pty Ltd	\$1,375.00
EDP Solutions	\$1,725.00
Hugh R Nankivell	\$293.75
Hurn Corporate Advisory	\$9,916.84
Jaz Design & Multimedia	\$5,410.00
Netsense Pty Ltd	\$18,397.50
Q Technology	\$665.00
WA Customware	\$26,860.00

2001/2002

Alphawest	\$4,500.00
Edith Cowan University	\$400.00
Hugh R Nankivell	\$4,750.00
Jaz Design & Multimedia	\$777.50
WA Customware	\$27,752.50

2002/2003

Alphawest	\$7,800.00
Comdek Computers	\$160.00
Department of Treasury & Finance	\$840.00
Hugh R Nankivell	\$5,272.50

Jaz Creative	\$87.00
Jaz Design & Multimedia	\$485.00
Power Creations Pty Ltd	\$270.00
WA Customware	\$2,890.00

- (c) (i) The Ombudsman's Statistics Complaints Automated Register (OSCAR) was completed in December 2001.
- (ii) The total cost of the OSCAR project (by year) was:
- | | |
|-----------|---------------|
| 1997/1998 | \$ 2,515.00 |
| 1998/1999 | \$ 86,746.00 |
| 1999/2000 | \$ 167,822.25 |
| 2000/2001 | \$ 131,368.00 |
| 2001/2002 | \$ 76,832.50 |
- (iii) OSCAR is used to record the details of all complaints and the manner in which each complaint is investigated and finalised. OSCAR is also used to generate standard and ad hoc management reports and Annual Report statistics.
- Standard reports are generated weekly and monthly and used to monitor workflow within the Ombudsman's Office and to address problem areas. As the result of such monitoring, for example, temporary employees have been engaged during 2003/2004 to assist with finalising some allegations that have taken much longer than normal to resolve.
- The reports have also provided a basis for monitoring the progress of Police complaints and the time taken by Police to investigate them. When average completion times have increased the Police have been advised and action has been taken to reduce the time taken to investigate and report to the Ombudsman on allegations.
- Reports are provided on an ad hoc basis to Government agencies as "business intelligence" to assist them in the following ways:
- To identify, at an early stage, complaint trends which can be addressed expeditiously ;
 - To provide feedback to assist in improving internal complaint handling systems; and
 - To assist in monitoring administrative system improvements resulting from previous complaints.
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