

Appendix 3 – Annual Performance Statement

2017–18 Annual Performance Statement

Statement of Preparation

I, as the accountable authority of the Office of the Commonwealth Ombudsman (the Office), present the 2017–18 Annual Performance Statement of the Office, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). In my opinion, this annual performance statement is based on properly maintained records, accurately reflect the performance of the entity, and comply with subsection 39(2) of the PGPA Act.



Jaala Hinchcliffe
Acting Commonwealth Ombudsman
19 September 2018

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Purpose Statement

The Office is a non-corporate Commonwealth entity established by the *Ombudsman Act 1976* (the Ombudsman Act) and is subject to the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act).

Our purpose is to:

- provide assurance that the organisations we oversight act with integrity and treat people fairly
- influence systemic improvement in public administration in Australia and the region.

Outcome and Program Structure

The Office's outcome as described in its Portfolio Budget Statement 2017–18 is:

“Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.”

The Office has established eleven KPIs that will enable measurement of performance in achieving this outcome. The results and subsequent analysis of performance are presented within this document.

The Office only has one program, which is ‘the Office of the Commonwealth Ombudsman’.

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Office Results

The Office's 2017–18 annual performance results against each KPI as established in the Office's 2017–18 Portfolio Budget Statement and 2017–18 Corporate Plan are as follows:

Key Performance Indicator		Target	Result
KPI 1	Percentage of recommendations/suggestions made during an inspection for which progress has been followed up within 12 months of being made	100%	100%
KPI 2	Percentage of recommendations made in public reports accepted by entities	75%	100%
KPI 3	Percentage of reports on long term detention cases sent to the Minister within 12 months of the review being received from the Department	80%	99.7%
KPI 4	Percentage of State of the Network reports issued within three months of the reporting cycle	90%	0%
KPI 5	Percentage of stakeholders which participated in engagement activities who provided an average of 'satisfied' or 'very satisfied' rating in feedback forms/surveys	90%	98%
KPI 6a	Percentage of outputs delivered under the Australian Aid arrangements	80%	100%
KPI 6b	Percentage of reporting requirements met under the Australian Aid arrangements	100%	100%
KPI 7	Percentage of approaches finalised within the Office's service standards	85%	74.9%
KPI 8	Percentage of office statutory requirements in relation to law enforcement met	100%	100%
KPI 9	Percentage of office statutory requirements in relation to Commonwealth public interest disclosures met	100%	100%
KPI 10	Percentage of public users who completed the survey for Privatehealth.gov.au who provided a 'satisfied' or 'very satisfied' response regarding the quality of information provided by the website	80%	78.9%

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KPI 1 — Percentage of recommendations/suggestions made during an inspection for which progress has been followed up within 12 months of it being made

The Office is responsible for overseeing approximately 20 law enforcement agencies and their use of certain covert and intrusive powers. The Office's role is to assess agencies' compliance with legislation. Currently, the Office conducts inspections regarding:

- telecommunications interceptions under Chapter 2 of the *Telecommunications (Interception) Act 1979* (Cth) ('TIA Act')
- stored communications under Chapter 3 of the TIA Act
- telecommunications data (metadata) under Chapter 4 of the TIA Act
- surveillance devices under the *Surveillance Devices Act 2004* (Cth)
- controlled operations under Part IAB of the *Crimes Act 1914* (Cth).

In addition to our inspections, the Office also reviews:

- the exercise of coercive powers by the Director of the Australian Building and Construction Commission
- the AFP's administration of Part V of the *Australian Federal Police Act 1979* (Cth).

Part of our National Assurance and Audit inspection methodology with respect to law enforcement agencies is to follow up all issues at every subsequent inspection. As a measure of its success, the Office reports on the number of issues that have been followed up.

The data sources for this result are the 2016–17 and 2017–18 inspection records.

The Office's result for KPI 1 is 100 per cent.

Methodology	KPI Target Achieved
Total number of recommendations/suggestions made during 2016–17 which were followed up within 12 months during 2017–18	Result—100%
Total number of recommendations/suggestions made during 2016–17	Target—100%

National Assurance and Audit Team

The Office follows up all issues from previous inspection reports at every subsequent inspection. Evidence to support these follow-ups is available in minutes from opening interviews at inspections, work practice manuals and inspection protocols. While the Office follows up on recommendations at each subsequent inspection, inspections of a particular agency are not always carried out multiple times within a financial year, therefore we do not expect to follow up on all recommendations within a 12 month period.

Since the previous Annual Performance Statement, the Office has updated its approach to inspection reports and inspection scheduling. As a result of these changes, future KPI's may be adjusted to adequately reflect the recommendations/suggestions made and followed up, within a financial year.

All recommendations/suggestions made during 2016–17 were followed up in inspections carried out during the subsequent 12 month period as part of the team's standard procedures. For agencies that had not used the relevant powers during the subsequent 12 month period, the team were not able to follow up on recommendations/suggestions, as no inspection was conducted. This result indicates that the team is effectively performing required activities.

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KPI 2 — Percentage of recommendations made in public reports accepted by entities

In providing effective oversight of entities’ and prescribed private sector organisations’ compliance with legislation and policy in the use of selected intrusive or coercive powers, the Office identifies and reports on compliance and provides recommendations to these entities.

To measure its success in persuading entities to improve the administration of their programmes and complaint-handling systems, the Office measures the acceptance rate of its recommendations.

Systemic improvement to public administration in one area has the potential to improve public administration generally. Every improvement the Office influences provides greater assurance that the organisations it oversees will act with integrity and treat people fairly.

The Office’s result for KPI 2 is 100 per cent.

Methodology	KPI Target Achieved
Total number of issues identified within a public report for which at least one suggestion or recommendation has been accepted, partially accepted or noted during 2017–18 <hr style="border: 0.5px solid white;"/> Total number of issues identified within a public report during 2017–18	Result—100% Target—75%

National Assurance and Audit Team

The National Assurance and Audit Team produced seven publicly released reports with a total of four recommendations during 2017–18. All four of the recommendations were accepted.

Report (release date)	Number of recommendations accepted	Number of recommendations
Report to the Attorney-General on agencies’ compliance with the <i>Surveillance Devices Act 2004</i> for the period 1 January to 30 June 2017 (September 2017)	N/A	0
A report on the Commonwealth Ombudsman’s inspection of the Australian Federal Police under the <i>Telecommunications (Interception and Access) Act 1979</i> - Access to journalist’s telecommunications data without a journalist information warrant (October 2017)	1	1
Annual report by the Commonwealth Ombudsman under s 13(1) of the <i>Building and Construction Industry (Consequential and Transitional Provisions) Act 2016</i> for the period 1 July 2015 to 30 June 2016 (November 2017)	1	1
A report on the Commonwealth Ombudsman’s activities under Part V of the <i>Australian Federal Police Act 1979</i> for the period 1 July 2016 to 30 June 2017 (June 2018)	1	1
Report to the Attorney-General on agencies’ compliance with the <i>Surveillance Devices Act 2004</i> for the period 1 July to 31 December 2017 (March 2018)	N/A	0

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Report (release date)	Number of recommendations accepted	Number of recommendations
A quarterly report by the Commonwealth Ombudsman under s 65(6) of the <i>Building and Construction Industry (Improving Productivity) Act 2016</i> for the period 1 July 2016 to 31 March 2017 (March 2018)	1	1
Quarterly report by the Commonwealth Ombudsman under s 65(6) of the <i>Building and Construction Industry (Improving Productivity) Act 2016</i> for the period 1 April 2017 to 30 June 2017 (March 2018)	N/A	0
Total	4	4

All recommendations were accepted by agencies. This demonstrates the team's ability to identify issues and provide reasonable and defensible recommendations, to assist agencies achieve or maintain legislative compliance. The team also considers this to be a positive reflection on agencies willingness to maintain or improve their adherence to legislative and best practice principles.

Disability Team

The Disability Team produced one publicly released report with a total of 20 recommendations during 2017–18. All 20 of the recommendations were accepted.

Report (release date)	Number of recommendations accepted	Number of recommendations
Administration of reviews under the <i>National Disability Insurance Scheme Act 2013</i> (May 2018)	20	20

The Disability Team aims to make practical recommendations while maintaining independence when determining reasonable recommendations to make. The team will strive to maintain this result during 2018–19, while maintaining their commitment to producing robust and solution-focused public reports, in areas of complex public administration where there are often no simple or easily implemented fixes.

Immigration Strategy Team

The Immigration Strategy Team produced two publicly released reports with a total of 14 recommendations during 2017–18. All 14 of the recommendations were accepted or partially accepted.

Report (release date)	Number of recommendations accepted	Number of recommendations
Investigation into the circumstances of the detention of Mr G (April 2018)	4	4
Investigation into delays in processing inbound Containerised Sea Cargo (May 2018)	10	10
Total	14	14

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The Immigration Strategy Team monitors the Department of Home Affairs’ (the department) progress in implementing its responses to the Ombudsman’s recommendations contained in public and non-public reports. Through their liaison activities, the team seeks progress updates from, and provides feedback to the department on its efforts to address the issues identified in their reports. The team also gathers feedback from a range of sources including complaints to the Office, statutory reports, compliance activities and engagement with key stakeholders. The team will continue engaging with the department to monitor implementation of recommendations during 2018–19 to provide assurance and to influence ongoing improvements to public administration by the department.

Postal Industry Team

The Postal Industry Team produced one publicly released report with a total of six recommendations during 2017–18. All six of the recommendations were accepted or partially accepted.

Report (release date)	Number of recommendations accepted	Number of recommendations
Own Motion report into Review of Australia Post complaints about carding, Safe Drop and compensation (April 2018)	6	6

The Postal Industry Team has focused on providing consistent and timely feedback to Australia Post at both the operational and strategic level. Australia Post had responded positively and accepted the feedback from the report as valuable and important. The team will continue to follow-up the implementation of these recommendations in 2018–19.

Immigration Strategy Team and Operations Branch

The Immigration Strategy Team and Operations Branch collaborated to produce one publicly released report with a total of four recommendations during 2017–18. All four of the recommendations were accepted by the Department of Home Affairs.

Report (release date)	Number of recommendations accepted	Number of recommendations
Own motion investigation into Delays in processing of applications for Australian Citizenship by conferral (December 2017)	4	4

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KPI 3 — Percentage of reports on long term detention cases sent to the Minister within 12 months of the review being received from the Department

As part of the Immigration detention oversight function, the Office reports to the Home Affairs Minister on the detention arrangements for people in immigration detention for two years or more (and on a six-monthly basis thereafter).

The Office's result for KPI 3 is 99.7 per cent.

Methodology	KPI Target Achieved
Total number of reports on long term detention cases sent to the Minister during 2017–18 within 12 months of s486N reports being received from the Department	Result—99.7%
Total number of reports on long term detention cases sent to the Minister during 2017–18	Target—80%

Statutory Reporting Team

The Office gives priority to preparing s 486O assessments for people in detention, particularly those held in immigration detention facilities, over people who have been granted a visa and released from detention, who have been removed from Australia, or are held in concurrent detention in correctional facilities. Of 1,517 reviews from the department that were referenced in reports sent to the Minister, 1,513 were sent within 12 months of the review being received from the department.

The team achieved their KPI score by recruiting a number of contractors with proficient writing skills, created a number of training resources, and wrote group assessments for individuals who had been released from immigration detention to increase efficiency. To continue meeting its target, the team have implemented further streamlining measures, particularly in relation to the style and format of s 486O assessments to further increase their efficiency and capacity to clear their backlog of assessments.

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KPI 4 — Percentage of State of the Network reports issued within three months of the reporting cycle

The Office aims to submit State of the Network reports to the Department of Home Affairs within three months of the completion of the reporting cycle (January 2017 to June 2017 and July 2017 to December 2017). The State of the Network report concerns inspections of immigration detention facilities.

The Office’s result for KPI 4 is 0 per cent.

Methodology	KPI Target Not Achieved
$\frac{\text{Total number of State of the Network reports issued to the Department within three months of the inspection being completed during 2017–18}}{\text{Total number of inspection reports issued to the Department during 2017–18}}$	Result—0% Target—80%

Detention Inspections and External Territories Team

The Office issued two State of the Network reports in 2017–18. Fourteen out of fifteen post-visit reports were issued within three months of the inspection being completed, however the State of the Network reports, which effectively consolidate the individual post-visit reports, were issued three and a half and six months after the reporting cycle was completed. Resources have been redirected towards this activity and the target is envisaged to be met in 2018-19.

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KPI 5 — Percentage of stakeholders who participated in engagement activities who provided an average of ‘satisfied’ or ‘very satisfied’ rating in feedback forms/surveys

Another method that the Office uses to achieve its first strategic objective is through regular stakeholder engagement. Engagement activities are an enabler for improved Australian public administration through collaboration with agency, private sector and community stakeholders.

The Office measured the feedback from participants at stakeholder engagement activities (including stakeholder forums and communities of practice). This included post-event online surveys and evaluation forms completed by hand.

The Office’s combined result for KPI 5 is 98 per cent.

Methodology Number of survey responses that average ‘satisfied’ or ‘very satisfied’ overall <hr style="width: 50%; margin: 0 auto;"/> Total number of respondents who participate in the survey	KPI Target Achieved Result—98% Target—90%
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Event	Date	Positive feedback	Number of attendee forms completed	% providing positive feedback
Commonwealth Complaint-Handling Forum	4 Jun 18	83	85	97.7
ABF Compliance and Removal Superintendents Workshop	6 Mar 2018	8	8	100
ABF s251 Warrant Holder Workshop	22 May 2018	12	13	92.3
Reportable Conduct Scheme Information Session	12 Jul 2017	21	21	100
Reportable Conduct Scheme Information Session	29 May 2018	4	4	100
Reportable Conduct Scheme Information Session	18 Jun 2018	5	5	100
Conducting Investigative Interviews Workshop	27 Apr 2018	14	14	100
Child Safe Organisations Training Workshop	26,27,28 Jun 2018	43	43	100
HELP and VSL Provider Workshop	7, 8 Jun 2018	30	35	85.7
Australia War Memorial	7 Jul 2017	13	13	100
House of Representatives	1 Aug 2017	17	17	100
COP Brisbane	22 Aug 2017	18	19	94.7
Fair Work Commission Brisbane	22 Aug 2017	15	15	100

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Event	Date	Positive feedback	Number of attendee forms completed	% providing positive feedback
OAIC Sydney	29 Aug 2017	2	2	100
Independent Parliamentary Expenses Authority	6 Sep 2017	28	29	96.6
Fair Work Commission Canberra	14 Sep 2017	21	21	100
Training at OCO	19 Sep 2017	12	12	100
Fair Work Commission Melbourne	19 Sep 2017	27	27	100
DSS	20 Sep 2017	14	14	100
Air Service Australia	21 Sep 2017	9	9	100
ANSTO	21 Sep 2017	3	3	100
DEE and Parks Australia	N/A	5	5	100
Fair Work Commission Sydney	28, 29 Sep 2017	21	21	100
Authorised Officer Forum	31-Oct-17	4	4	100
COP	9 Nov 2017	40	41	97.6
Agency Awareness Session Melbourne	14 Feb 2018	3	3	100
Authorised Officer Forum Canberra	19 Mar 2018	9	9	100
Authorised Officer Forum Canberra	31 May 2018	44	44	100
Western Sydney round table	28 Nov 2017	15	15	100

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KPI 6a — Percentage of outputs delivered under the Australian Aid arrangements

The Office provides assistance to a range of regional partners consistent with Australian Aid priorities through Department of Foreign Affairs (DFAT). Regional Ombudsmen partners include: Indonesia, Solomon Islands, Papua New Guinea, and other Pacific nations under the Pacific Ombudsman Alliance.

Every improvement the Office assists to bring about through its alliance with its partners provides greater assurance that the organisations being oversighted will act with integrity and treat people fairly.

Data sources used to calculate the results were reviews of grant assessments and related correspondence.

The Office's result for KPI 6a is 100 per cent.

Methodology	KPI Target Achieved
$\frac{\text{Number of outputs delivered}}{\text{Total number of outputs scheduled to be delivered under grant agreement}}$	Result—100% Target—80%

International Team

The International Team is required to carry out scheduled activities each year in order to comply with obligations under Australian Aid arrangements with the Department of Foreign Affairs and Trade (DFAT).

The following activities were scheduled to be carried out by the Office during 2017–18, and obligations were met as indicated:

Activity	Obligation Met
Indonesia	
Regional training	Met
Internship program	Met
Study tour (Australian Public Sector Anti-Corruption Conference)	Met
Senior Leadership Engagement	Met
Monitoring and evaluation	Met
Internal Bureaucratic Reform	Met
Media training workshop	Met
Papua New Guinea	
Conflict of interest training	Met
Senior Leadership Visit to PNG	Met
Chief Ombudsman visit (Australian Public Sector Anti-Corruption Conference)	Met
Ombudsman visit (Australasia and Pacific Ombudsman Region Conference)	Met
Government bodies liaison program workshop (Phase 1)	Met
Leadership Division Standard Operating Procedure (Phase 1)	Met
Leadership Division Regional Workshop	Met

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Activity	Obligation Met
Twining placement internship	Met
Train the trainer workshop	Met
Human resources training (Phase 1)	Met
Monitoring and evaluation	Met
Pacific	
Regional training	Met
Pacific Integrity Network Working Group	Met
Pacific Integrity Leaders Meeting	Met
Vanuatu Police-Ombudsman Joint Training Phase 3	Met
Web Platform and Toolkit	Met
Flexible Funding	Met
Partner Identified Training	Met
% Met	100%

KPI 6b — Percentage of reporting requirements met under the Australian Aid arrangements

The continuing success of the Office in administering its Australian Aid arrangements is contingent on strictly meeting DFAT reporting requirements for grant agreements.

The Office’s result for KPI 6b is 100 per cent.

Methodology	KPI Target Achieved
Number of reporting requirements met	Result—100%
Total number of reporting requirements to be met under grant agreement	Target—100%

International Team

All reporting requirements for DFAT were met for 2017–18:

Report to DFAT	Report Provided
Indonesia (yearly/6 monthly — calendar year)	6 monthly report (met)
PNG (6 monthly/yearly)	6 monthly report (met)
Pacific Governance and Anti-Corruption program	Annual report delivered (met)
% Met	100%

The International Team met targets for both KPIs 6a and 6b which were set to measure whether the Office’s obligations under Australian Aid arrangements with DFAT were met. This was achieved through forward planning, regular consultation with regional partners and DFAT, and regular monitoring of activity planning and delivery in response to changing circumstances. In 2018–19, new KPIs will measure stakeholder satisfaction with Australian Aid activities, along with the percentage of outputs delivered. It is anticipated the team will continue to fulfil its Australian Aid obligations under its agreement with DFAT, through regular consultation and liaison with its regional partners in Indonesia, Papua New Guinea, Solomon Islands and Samoa, and through regular measurement of stakeholder satisfaction with activities.

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KPI 7 — Percentage of approaches finalised within the Office’s service standards

Receiving and investigating complaints/approaches is an important function of the Office as it enables the public to challenge (and seek independent review of) the actions of the entities the Office oversees. Qualitative information suggests that complaints are becoming more complex and harder to resolve and the breadth and volume of the Office’s complainant management work has grown sharply in recent years.

It is incumbent on the Office to provide an efficient and effective complaint-handling service. In line with the Office’s current work practices, complaints are to be appropriately dealt with in a timely manner (as per internal service standards) or escalated accordingly.

The Office measures timeliness of complaint-handling services based on the category of approaches received. Approaches can be assigned to one of five categories based on the complexity of the issue, with Category 1 being the least complex and Category 5 being the most complex. The service standard timeframe for each category is consistent throughout the Office as follows:

Approach Category	To be finalised within
Category 1	3 working days
Category 2	2 weeks
Category 3	3 months
Category 4	6 months
Category 5	12 months

The Office’s combined result for KPI 7 is 74.9 per cent.

Methodology	KPI Target Not Achieved
Total number of approaches closed by benchmark service standard	Result—74.9%
Total number of approaches closed	Target—85%

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Whole of Office

Performance against each Category during 2017–18 is presented below:

Approach Category	Approaches closed within timeframe	Approaches Closed	Percentage finalised within timeframe
Whole of Office			
Category 1	10,319	10,973	94.0%
Category 2	15,631	23,757	65.8%
Category 3	2,180	2,684	81.2%
Category 4	413	682	60.6%
Category 5	0	5	0.0%
Total	28,543	38,101	74.9%
VET Student Loans Ombudsman			
Category 1	19	24	79.2%
Category 2	492	2,985	16.5%
Category 3	13	33	39.4%
Category 4	4	7	57.1%
Category 5	0	0	-
Total	528	3,049	17.3%
Whole of Office (without VET Student Loans statistics)			
Category 1	10,300	10,949	94.1%
Category 2	15,139	20,772	72.9%
Category 3	2,167	2,651	81.7%
Category 4	409	675	60.6%
Category 5	0	5	0.0%
Total	28,015	35,052	79.9%

Analysis

A total of 38,101 approaches were closed by the Office during 2017–18 of which 9,558 approaches did not meet the service standard timeframe. This was largely attributed to the need to manage increasing volumes of complaints and, on occasions, overdue agency responses. Statistics relating to VET Student Loans approaches have significantly impacted whole of Office results, for this reason the Office's performance without VET Student Loans statistics is presented above. Further detail regarding VET Student Loans is provided below.

In 2018–19, the Office will focus on implementing early resolution strategies, improving the identification of emerging issues and working with agencies to fix problems at the earliest possible opportunity. The Office will also review its processes and procedures to improve workflow, reduce timeframes and increase efficiency and capacity.

VET Student Loans Ombudsman

The VET Student Loans Ombudsman commenced on 1 July 2017 and work volumes have been high. A total of 49 per cent of our approaches or 3,049 approaches were closed by the team during 2017–18. The majority, 99 per cent, of complaints received by the team related to the former VET FEE-HELP scheme and are therefore historic complaints that are often complex in nature.

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Over 1,600 of the team’s open complaints in 2017–18 relate to providers that are no longer operating. It is therefore difficult for the team to progress these complaints as there is limited evidence and information available to support or discredit complainants’ claims. The team is working with other government agencies to identify remedies for open complaints.

The team is also seeking alternative data and information sources and this work is continuing to build up enough evidence to progress these complaints in 2018–19.

KPI 8 — Percentage of office statutory requirements in relation to law enforcement met

The Office is responsible for overseeing approximately 20 law enforcement agencies and their use of certain covert and intrusive powers. The Office’s role is to assess agencies’ compliance with legislation. Currently, the Office conducts inspections regarding:

- telecommunications interceptions under Chapter 2 of the *Telecommunications (Interception) Act 1979* (Cth) (‘TIA Act’)
- stored communications under Chapter 3 of the TIA Act
- telecommunications data (metadata) under Chapter 4 of the TIA Act
- surveillance devices under the *Surveillance Devices Act 2004* (Cth)
- controlled operations under Part IAB of the *Crimes Act 1914* (Cth).

In addition to our inspections, the Office also reviews:

- the exercise of coercive powers by the Director of the Australian Building and Construction Commission
- the AFP’s administration of Part V of the *Australian Federal Police Act 1979* (Cth).

The Office’s result for KPI 8 is 100 per cent.

Methodology	KPI Target Achieved
$\frac{\text{Number of statutory requirements met}}{\text{Total number of statutory requirements to be met}}$	Result—100% Target—100%

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National Assurance and Audit Team

During 2017–18, the following reports were provided to Parliament and published:

- A report on the Commonwealth Ombudsman’s inspection of the Australian Federal Police under the *Telecommunications (Interception and Access) Act 1979: Access to journalist’s telecommunications data without a journalist information warrant* (Report dated October 2017) — tabled in Parliament on 28 November 2017.
- Surveillance Devices half-yearly report (covering the period 1 January to 30 June 2017) — tabled in Parliament on 6 December 2017.
- Fair Work Building and Construction (now the Australian Building and Construction Commission) Annual Report (under Transitional Provisions) (covering the period 1 July 2015 to 30 June 2016) — tabled in Parliament on 29 November 2017.
- Australian Federal Police, Part V Report (covering the period 1 July 2016 to 30 June 2017) — tabled in Parliament on 19 June 2018.
- Surveillance Devices half-yearly report (covering the period 1 July to 31 December 2017) — tabled in Parliament on 21 June 2018.
- Australian Building and Construction Commission Quarterly Report (covering the period 1 July 2016 to 31 March 2017) — tabled in Parliament on 8 May 2018.
- Australian Building and Construction Commission Quarterly Report (covering the period 1 April 2017 to 30 June 2017) — tabled in Parliament on 8 May 2018.

National Assurance and Audit has met 100 per cent of its statutory requirements. While this is the case, delays in publishing reports have been experienced by the team. A restructure of the team and a more targeted approach to our inspection activity is underway and will be implemented during early 2018–19. This will increase the efficiency of the team and substantially reduce any delays to publishing reports in the future. All relevant agencies, under all inspection regimes, have been inspected for 2017–18. We have met reporting requirements during 2017–18 (for inspections conducted during 2016–17) and are on track to meet 2018–19 statutory reporting obligations.

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KPI 9 — Percentage of office statutory requirements in relation to Commonwealth public interest disclosures met

In providing effective oversight and promotion of the administration of the Public Interest Disclosure Scheme for the Commonwealth public sector, the Office has a range of statutory requirements. These include legislation, records and internal standards.

The Office's result for KPI 9 is 100 per cent.

Methodology	KPI Target Achieved
$\frac{\text{Number of statutory requirements met}}{\text{Total number of statutory requirements to be met}}$	Result—100% Target—100%

Public Interest Disclosure Team

The extent to which the Office met its statutory requirements in relation to the Public Interest Disclosure Scheme was measured by analysis of the timeliness of allocation decisions made by authorised officers within the Public Interest Disclosure Team. Under the *Public Interest Disclosure Act 2013*, an authorised officer must use best endeavours to make an allocation decision within 14 days of receipt of a disclosure. Over the course of the year, authorised officers assessed 53 public interest disclosures. Fourteen of the allocation decisions were delayed by more than 14 days due to the complexity of the issue and/or resourcing issues. However in those cases the Office did use its best endeavours and all allocation decisions were made within a reasonable time.

All of the allocation decisions by authorised officers within the team met the statutory timeframes under the *Public Interest Disclosure Act 2013*, although 14 allocation decisions took longer than 14 days to allocate. The reasons for the delays varied in each case, however, in summary they were a result of delays in receiving information from disclosers, voluminous information received from disclosers and awaiting consent from disclosers to allocate. The team will continue to use best endeavours to allocate disclosures within 14 days, seeking to minimise the additional time required in more complex or sensitive cases and envisage that the target will continue to be met in 2018–19.

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KPI 10 — Percentage of public users who completed the survey for privatehealth.gov.au who provided a ‘satisfied’ or ‘very satisfied’ response regarding the quality of information provided by the website

The Office gauged consumer satisfaction with the private health insurance consumer website via online surveys submitted by users throughout 2017–18.

The Office’s result for KPI 10 is 78.9 per cent.

<p>Methodology</p> <p style="text-align: center;"> $\frac{\text{Number of respondents satisfied or very satisfied}}{\text{Total number of respondents who participated in the survey}}$ </p>	<p>KPI Target Not Achieved</p> <p style="text-align: center;"> Result—78.9% Target—80% </p>
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Private Health Insurance Team

519 of 657 respondents found the quality of information provided on the website to be excellent, good or average. The following table provides a breakdown of the responses received to the question ‘Please rate the privatehealth.gov.au website on quality of information’. All excellent, good and average responses were classified as satisfied or better for the purpose of measuring performance against this KPI.

Survey question	Approach Category	To be finalised within
Please rate the Privatehealth.gov.au website on quality of information	Excellent	136
	Good	225
	Average	158
	Subtotal	519
	Poor	77
	Very poor	61
	Subtotal	138
Total	657	

The website is currently under redevelopment for a major relaunch, in conjunction with proposed private health insurance reforms from 1 April 2019. We expect this result will improve after the new site is available as the current site is functional but dated.

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Analysis

The Office met eight of eleven KPI targets for 2017–18 with one target being missed only fractionally. These results demonstrate the Office's ability to carry out its purpose during the period.

The Office continues to operate in an environment of constrained resources and increasing approaches received. A total of 38,101 approaches were closed by the Office during 2017–18 of which 9,558 approaches did not meet the service standard timeframe.

Of particular note this year were the large volumes of complaints about the historic VET FEE-HELP program received by the new VET Student Loans Ombudsman team, the 256 per cent increase in complaints about the NDIS and an increasing workload for our Defence Force Ombudsman team, particularly since the Government's announcement of the reparation payment for historic Defence abuse victims.

Complaints in all of these areas require careful handling and analysis. Often, they are not amenable to rapid resolution. On occasions, too, our capacity to meet our timeliness targets is impacted by the speed with which agencies respond to our requests for information.

The result for KPI 3 improved significantly from 82.6 per cent last year to 99.7 per cent this year. The result is due to process improvement and hard work by the Statutory Reporting team.

While our result for KPI 4 did not meet our expectations, all post-visit reports were issued in a timely manner. Resources have been redirected towards this activity and the target is envisaged to be met in 2018–19.

We have recently adjusted our structure to improve functional alignment and improve efficiency. We are pleased to have received additional resources in the 2018–19 Budget that will enable us to bolster those parts of our office that are currently under strain.

We will focus our energy in 2018–19 on enhancing the capability of agencies to handle complaints themselves with a view to reducing, over time, the need for some complainants to seek resolution of their issues with the Office. We are also developing means to assess whether agencies are providing reasonable outcomes for complainants following our involvement in or referral of complaints to agencies.