NSW Ombudsman key performance indicators

Measuring progress toward achieving our outcomes

To track our efforts toward achieving each outcome, we have developed a series of outcome indicators with associated Key Performance Indicators (**KPIs**). A complete list of KPIs for each indicator is provided in Table 1.

Table 1. Key performance indicators

Indicator	Key Performance Indicator
Outcome 1. Providing accessible and effective services to the public, resolving complaints fairly	
1A. Individuals and stakeholders can easily access us	1A.1. Of the public: Percent who are aware of our services
	1A.2. Of the public who had an unresolved problem with an agency we oversight: Percent who made an actionable complaint to us
	1A.3. Of those who made an actionable complaint to our office: Percent who perceive the process to access us was easy
	1A.4. Of public authorities/community service providers: Percent who perceive the process to access us is easy
1B. Complainants perceive that their questions and complaints are resolved effectively	1B.1. Of those who made an actionable complaint to our office: Percent who report that their questions and complaint/s were resolved effectively
	1B.2. Of those who made an actionable complaint to our office: Percent who perceive the outcome of their complaint was fair
	1B.3. Of those who made an actionable complaint to our office: Percent who would contact the Ombudsman again if they had a complaint in the future
1C. We provide high standards of customer service	1C.1. Of those who made an actionable complaint to our office: Percent who are satisfied with the service received
	1C.2. Of contacts made to our office: Percent acknowledged and given initial assessment within target timeframes
	1C.3. Of actionable complaints to our office: Percent finalised within target timeframes

1D. Complainants, public authorities and community service providers perceive our complaints handling processes as impartial and fair	1D.1. Of those who made an actionable complaint to our office: Percent who perceive we treated them fairly
	1D.2. Of public authorities/community service providers: Percent who perceive our complaints-handling processes are impartial and fair
Outcome 2. Holding agencies to account for serious maladministration and system failures	
2A. We identify serious and/or systemic administrative wrongs	2A.1. Investigations with findings of wrong conduct: Number
2B. We pursue the most important investigations, inquiries and reviews	2B.1. Significant Issues pursued by our office: Count considered by the public to be important
	2B.2. Significant issues pursued by our office: Count considered by parliamentarians to be important
	2B.3. Of investigations, inquires and reviews: Percent completed in accordance with planned timeframes
2C. Our findings are impartial, fair and rigorous	2C.1. Of investigations, inquiries, and reviews that resulted in the making of findings: Percent assessed (by retrospective QA review) as having properly followed relevant processes that support the making of impartial, fair and rigorous findings
Outcome 3. Positively influencing public administration and community services delivery	
3A. Public authorities and community service providers perceive our recommendations as impartial, fair and robust	3A.1. Of public authorities/community service providers: Percent who perceive our recommendations as impartial, fair, and robust
3B. Our recommendations are well-targeted and lead to positive change	3B.1. Of recommendations we make: Percent which are accepted by public authorities and community service providers
3C. Public authorities and community service providers are provided the information and support they need to	3C.1. Times our website resources were accessed
	3C.2. Of public authorities/community service providers: Percent who consider that we provide useful information and support to improve public administration and service delivery

avoid administrative wrong	
Outcome 4. Supporting Parliament to exercise its functions	
4A. Parliament is satisfied that we are performing our functions	4A.1. Nature of annual commentary by the Parliamentary Committee on the Ombudsman
	4A.2. Of parliamentarians: Percent who agree we are performing our functions adequately
4B. We provide robust evidence and advice to Parliament on issues of significance that contribute to Parliamentary/public debate	4B.1. Number of special reports tabled in Parliament, and number of times submissions or other evidence given to Parliamentary inquiries