

Appendices

Appendix A: Service delivery statement

This is the end of year position for all measures published in the Queensland Ombudsman's Service Delivery Statement.

Independent review of complaints about government administration	2020-21 Target/Est	2020-21 Actual
<i>Effectiveness measure</i> Proportion of investigations resulting in agency rectification action	15%	14%
Proportion of clients satisfied/very satisfied with the level of service provided by the Office ¹	80%	-
Proportion of investigations completed within target timeframes ²	90%	84%
Clearance rate for complaints	100%	99%
<i>Efficiency measure</i> Average cost to manage each new contact ³	\$166	\$145
<ol style="list-style-type: none"> 1. The Office conducted a review of its methodology for this measure during 2020-21 and the client satisfaction survey results are not yet available. The new system will provide timely feedback and allow the Office to invite more survey participants. The Office has continued to seek feedback on its training services and as at the end of 2020-21, 93% of participants reported training improved their decision-making capability. 2. The Office experienced recruitment and process delays due to the impacts of COVID-19 which contributed to the variance between the 2020-21 Target/Estimate and the 2020-21 Actual. 3. The variance between the 2020-21 Target/Estimate and the 2020-21 Actual is due to lower than expected salary expenditure. This is attributed to delays in recruitment processes due to COVID-19 impacts. 		