



PARLIAMENT OF VICTORIA
Accountability and Oversight Committee

MEDIA RELEASE

Report on methodologies and outcomes from Victorian Ombudsman reports

A report tabled in Parliament today by the Accountability & Oversight Committee has sought to support the work of the Ombudsman, by recommending greater accountability by government departments, agencies and local councils when implementing the Ombudsman's recommendations.

The Ombudsman undertakes inquiries and investigations, including own motion enquiries, on programs being delivered by government agencies. Where systemic failures and mistakes are identified, the Ombudsman will make (non-binding) recommendations to the agencies.

“The Committee found that a total of 50 per cent of recommendations made by the Ombudsman have been implemented, 38 per cent are in progress and 12 per cent either accepted, partially accepted, in progress, no response required or not accepted,” said Committee Chair, Neil Angus MP.

“All government agencies exist to serve the public and to act in the interests of the community. For this reason it is critical that government agencies act with transparency and integrity; where there is agreement, they move quickly to implement the Ombudsman’s recommendations, and where there is disagreement, the reasons are made public,” Mr Angus said.

This report recommends that:

- the Victorian Ombudsman continue to report biennially to the Victorian Parliament on progress by agencies in implementing the Ombudsman's recommendations
- the Ombudsman Act be amended to require that Victorian Government departments, agencies and local councils subject to recommendations by the Victorian Ombudsman, submit to the Ombudsman an indicative short, medium and long term timeline by which agreed recommendations are expected to be implemented
- there be a legislative amendment that requires the Committee to hold regular hearings with the Ombudsman on the progress by government agencies and local councils in implementing recommendations made by the Ombudsman.

The report is available from the Committee’s [website](#).

Media queries

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