

Implementation reports

Factsheet for ACT Government directorates and agencies when they accept Ombudsman recommendations or suggestions for improvement.

Following an investigation, the Ombudsman may make recommendations or suggestions to directorates or agencies for improvement in government administration.

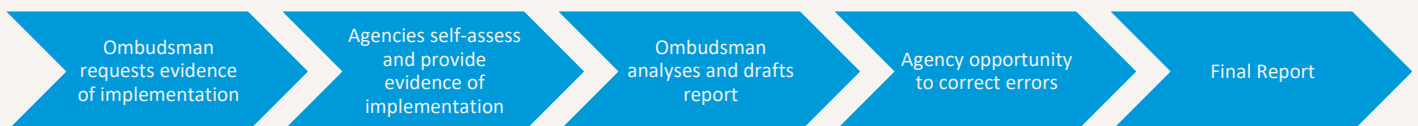
From time to time, the ACT Ombudsman will assess and report on the implementation of accepted recommendations or suggestions.

Implementation reports

The Ombudsman may prepare a stand-alone implementation report for a single investigation, or the report may cover a range of investigations.

The Ombudsman may publish an implementation report if they determine that it is in the public interest or interest of an agency or an individual to do so.

Process



When assessing the implementation of recommendations, the general steps are:

- the Ombudsman writes to agency heads, requesting agencies complete a self-assessment and provide evidence of implementation
- agencies provide the evidence to demonstrate implementation
- the Office analyses the evidence and forms a preliminary view on the degree of implementation at that point in time, and prepares a draft report
- the Ombudsman provides agencies with an opportunity to comment on the draft report and correct errors of fact or omissions
- the Office considers agencies comments in finalising the report.

Self-assessment

The self-assessment template asks agencies about the implementation status of all the recommendations that have been accepted (or partially accepted) by the agency. Agencies should complete the self-assessment template with an explanation of the steps taken, or proposed to be taken, to implement the recommendation. The explanation should be factual and in plain English. Supporting documentation and evidence should be provided where possible. This includes but is not limited to:

- program reports and internal communications
- copies of new or revised policies or procedures
- details of how many officers participated in a training course
- screenshots of an updated website.

If an agency has not taken steps to implement a recommendation, or has not fully implemented a recommendation it previously accepted, agencies should provide an explanation with full reasons along with a plan and realistic timeframe for implementation of the recommendation.

If an agency did not accept a recommendation but has nonetheless taken steps to implement changes that go to the intent of the original recommendation, this should be included.

Submitting evidence

Once agencies have assessed their progress, they should email the self-assessment template with attached evidence within the timeframe provided by the Ombudsman to: actombo@ombudsman.gov.au.

Opportunity to comment

We will analyse the information and evidence agencies provide before preparing a report. We may ask for further information and/or ask clarifying questions.

The Ombudsman's views will be set out in the draft report, which will be sent to agencies for comment (on errors of fact or omissions only). These comments will be taken into consideration as the Ombudsman finalises the report.

