

Ombudsman releases timely report into his Office's assessment of agency action to implement recommendations

Today, the Commonwealth Ombudsman published Volume 3 of his *'Actions Speak: Did they do what they said they would?'* report providing insights from monitoring the implementation of Ombudsman recommendations and suggestions for improvement from 1 July 2021 to 31 October 2024.

This report provides information about the work we've done, how our reporting is changing, insights and lessons for agencies. The report shines a light on the impact our Office has in influencing improvement in government administration.

Mr Anderson said:

During this period we published 15 investigation reports and made a combined total of 88 recommendations and suggestions to agencies. Our recommendations are very well received by agencies, with a 92% acceptance rate – however agencies can be a little slow to implement our recommendations, with only 29% of the recommendations we monitored during the period assessed as having been fully implemented or partially implemented.

This report is a fresh approach to reporting on recommendation implementation. It is expected future Insights reports will be published annually.¹ The Ombudsman's Office will also continue to publish individual recommendation implementation reports in the Actions Speak series, which focus on our assessment of a particular agency's implementation of the recommendations and suggestions we have made.

View the full report on our website [here](#).

¹ Previously, we published these important reports every two years.