



2017-18 Ombudsman SA Annual Report

Media Statement

The South Australian Ombudsman's 2017-18 Annual Report was tabled in parliament today.

The 2017-18 year saw complaints to the Ombudsman continue to grow, with an increase of 6.5% representing more than 4200 complaints. Over 10% of these cases were resolved through negotiating outcomes with agencies, highlighting the vital role the Office plays in handling public sector complaints, and ensuring the government's decisions are fair and reasonable.

The Ombudsman also issued 69 final investigation reports, completed 35 ICAC referrals and undertook 160 FOI external reviews.

The Ombudsman's investigations resulted in 66 formal recommendations being made to agencies, many of which recommended significant policy change.

The Ombudsman's Report highlights recommendations involving the Department for Correctional Services which, when implemented, will result in important improvements to the way prisoners in South Australia are treated including:

- only placing prisoners at high risk of self-harm in police cells in very limited circumstances
- never placing high risk prisoners who are Aboriginal in police cells
- pursuing legislative amendments to establish a maximum period for solitary confinement
- improving prisoner induction
- amendments to policy relating to transgender prisoners.

2017 also marked 45 years of the Ombudsman's Office operating as South Australia's public administration watchdog.

Ombudsman Wayne Lines said, 'The expanding scope of the Ombudsman's functions over the last 45 years is testimony to Parliament's confidence in the Office as an effective and adaptable means of addressing citizen's grievances and promoting integrity in public administration.'

To view the 2017-18 Annual Report <http://www.ombudsman.sa.gov.au/publications/annual-reports/>

For more information, please contact Mr Wayne Lines on 08 8226 8699.