

# Recommendations Implementation Report Factsheet

The Ombudsman periodically publishes a report on agencies' implementation of recommendations to ensure agencies take action to address areas of improvement identified in previous Ombudsman reports.

## Recommendations Implementation Report

The first report *Did they Do What They Said They Would?* contains the results of the Office's follow-up on the implementation of recommendations made in a range of investigations reports published in the 2 year period between July 2017 to June 2019.

The first report (pictured right) can be viewed [here](#).

## Implementation monitoring process

The Ombudsman can follow-up on agencies' implementation of recommendations made in investigation reports. The general steps involved are set out below:

- the Ombudsman writes to agency heads and requests evidence that agencies have taken action to implement recommendations
- agencies provide evidence to demonstrate implementation of recommendations
- the Office analyses the evidence and forms a preliminary view on the degree of implementation at that point in time
- the Ombudsman provides agencies with an opportunity to comment on the Office's preliminary view
- the Office considers agencies' comments in forming a final view, which is set out in the draft report
- the Office provides agencies with a copy of the draft report for comment on errors of fact or omissions only, before publishing a final report.



## What is required of agencies?

### Agency self-assessment template and providing evidence

The Ombudsman will generally ask agencies to complete a self-assessment template and return it to the Office, along with any relevant supporting documentation.

Agencies should complete the self-assessment template provided 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
- details of how many officers participated in a training course
- screenshots of an updated website.

The self-assessment template will ask agencies about the implementation status of all the recommendations made in the original investigation report.

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, we would like to see this.

If an agency has not taken steps to implement a recommendation it previously accepted, an explanation with full reasons should be provided.

### Submitting evidence

Once agencies have assessed their progress in implementing the relevant recommendations and completed the agency self-assessment template, they should email it with attached evidence to:

[Implementation.Monitoring@ombudsman.gov.au](mailto:Implementation.Monitoring@ombudsman.gov.au)

Please note only information with a security classification level up to 'Official' should be sent to this email address. If an agency has information to provide with a higher security classification level, the agency contact officer should consult with the Ombudsman Recommendations Implementation Team about the appropriate way to provide this information to the Office.

### Opportunity to comment before report published

The Office will analyse the information and evidence agencies provide before forming a preliminary view. The Office may ask for further information and/or ask clarifying questions, if necessary.

The Ombudsman will provide agencies with an opportunity to comment on the preliminary view and consider agencies' comments in response, before forming a final view. The Ombudsman's final views will be set out in the draft report, which will be sent to agencies for comment (on errors of fact or omissions only). Agencies' formal response to the draft report will be published as an appendix in the final report.