



Media release

Integrity and Oversight Committee

Independent performance audit of Victorian Ombudsman tabled

The Victorian Parliament's Integrity and Oversight Committee has tabled a report on the independent performance audit of the Victorian Ombudsman from O'Connor Marsden and Associates.

"The inaugural performance audit of the Ombudsman's office provides an important review of whether the agency achieved its objectives effectively, economically and efficiently. The audit report clearly demonstrates that the Ombudsman not only met these objectives but exceeded them," said Committee Chair, Dr Tim Read MP.

The report makes 22 recommendations regarding the performance of the Victorian Ombudsman's principal and other statutory functions, as well as its corporate governance and planning, business processes, and workforce suitability and capability.

The report identified that while there is a strong culture of integrity and ethics throughout the organisation, there is a need for the Ombudsman to improve its outcomes-based performance measures and strategic workforce management planning, and for the agency to develop a technology roadmap for its complaints management system.

The Committee has stated it looks forward to working closely with the Victorian Ombudsman to enable it to effectively action the auditor's recommendations.

The report can be downloaded from the Committee's webpage [here](#).

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