

# Work performance matters 2018-19

## Office of the Energy and Water Ombudsman

| Work performance matter information                           |                                      | Category type           |                        |                          |                        |                                | Totals                 |   |
|---|--------------------------------------|-------------------------|------------------------|--------------------------|------------------------|--------------------------------|------------------------|---|
|   |                                      | Category 2              |                        | Category 3(a)            |                        | Category 3(b)                  |                        |   |
| Number of work performance matters                            |                                      | 1                       |                        | 0                        |                        | 0                              |                        | 1 |
| Period within which the handling of the matters was finalised |                                      | Met benchmark (51 days) | Did not meet benchmark | Met benchmark (139 days) | Did not meet benchmark | Met benchmark (under 200 days) | Did not meet benchmark |   |
|   |                                      | 1                       | 0                      | 0                        | 0                      | 0                              | 0                      |   |
| Outcomes of the handling of matters                           |                                      |                         |                        |                          |                        |                                |                        |   |
| Outcome type  | Ongoing <sup>^</sup>                 | 0                       |                        | 0                        |                        | 0                              |                        | 0 |
|   | Other                                | 0                       |                        | 0                        |                        | 0                              |                        | 0 |
|   | No further action                    | 1                       |                        | 0                        |                        | 0                              |                        | 1 |
|   | Discussion                           | 0                       |                        | 0                        |                        | 0                              |                        | 0 |
|   | Training & development               | 0                       |                        | 0                        |                        | 0                              |                        | 0 |
|   | Conflict resolution process          | 0                       |                        | 0                        |                        | 0                              |                        | 0 |
|   | Change of duties                     | 0                       |                        | 0                        |                        | 0                              |                        | 0 |
|   | Performance improvement plan         | 0                       |                        | 0                        |                        | 0                              |                        | 0 |
|   | Discipline process                   | 0                       |                        | 0                        |                        | 0                              |                        | 0 |
|   | Employee terminated during probation | 0                       |                        | 0                        |                        | 0                              |                        | 0 |

This report contains data for Quarters 1, 2 and 3 (finalised matters) and Q4 (finalised and ongoing matters). <sup>^</sup>Matters that had no outcome at the end of June 2019 quarter are 'ongoing' and timeframe benchmark was determined with a date of 30 June 2019.

