
Snapshot: Key impacts



Major structural reform to improve the experience of injured workers navigating the compensation system, especially for disputed decisions



\$42 million paid to more than 4,200 business owners after an investigation showed systemic failings in a grant scheme



Improved processes for administering government grant programs, including clear paths for applicants to complain and seek a review



New laws to boost access to advocacy for children and young people in out-of-home care, to improve their safety and wellbeing



Laws ensuring councils implement fairer financial hardship policies to support struggling ratepayers



Law changes to introduce review rights and improve information flows for people detained in future pandemic outbreaks



Better guidelines and training for City of Melbourne parking officers, ensuring motorists fined in the CBD and surrounds can be more confident of a fair review



Reversal of 2,446 parking infringements and costs valued at almost \$209,000 following the City of Melbourne's inflexible approach to applying discretion



Tighter recruitment, procurement, conflict of interest, and anti-fraud and corruption policies and procedures at several local councils



More thorough vetting of external candidates for school principal roles, including extra probity and professional competency checks

Final word

'This report covers Ombudsman recommendations spanning two years when the impacts of the COVID-19 pandemic undoubtedly contributed to inequality, disadvantage and vulnerability.

Improvement and innovation were keys to surviving the pandemic, and we need to carry forward the willingness to embrace new, better ways of doing things.'

Deborah Glass, Victorian Ombudsman