

# Ombudsman's Office

	2008-09 Estimate	2009-10 Budget
	\$000	\$000
<b>Output Group</b>		
Ombudsman's Office	2 294	2 490
<b>Total Expenses</b>	<b>2 294</b>	<b>2 490</b>
<b>Appropriation</b>		
Output	1 902	2 124
Capital		
Commonwealth		

**2009-10 Staffing: 18**

## Agency Profile

The Ombudsman's Office comprises two entities – the Ombudsman and the Health and Community Services Complaints Commission. The Ombudsman's role is to receive, investigate and resolve complaints made by members of the public about any administrative action to which the *Ombudsman (Northern Territory) Act* applies and to foster excellence in public sector services.

In addition to these responsibilities, under the *Telecommunications (Interception) Northern Territory Act*, the Ombudsman is required to inspect, audit and report on compliance by Northern Territory Police (NT Police) with the *Commonwealth Telecommunications (Interception and Access) Act* and the *Surveillance Devices Act 2007*.

The Commission's role is to conciliate, investigate and resolve health and community services complaints within the Northern Territory, to promote the rights of users of those services and to contribute to quality and safety in health care.

The objectives of the Ombudsman and the Commission are to:

- provide an independent, just, fair and accessible mechanism for resolving complaints;
- provide reports and make recommendations to improve public administration and the delivery of services; and
- promote access to, and awareness of, the roles of the Ombudsman and the Commission.

The main strategic issues facing the agency in 2009-10 are implementing changes arising from the operation of the new *Ombudsman Act* and a review of the *Health and Community Services Complaints Act*, including establishing organisational and operational changes to improve efficiency.

## Budget Highlights

- In partnership with Charles Darwin University, conduct a nationally accredited course on investigations.

- Funding of \$0.2 million to increase the capacity of the Ombudsman to investigate and report on systemic issues across public services by increasing the skills level of staff.
- Redefine and upgrade processes for handling complaints against police, under the new *Ombudsman Act 2009*.
- Continue to refine procedures, information and reporting systems, and train staff to perform the functions of inspecting NT Police use of surveillance devices and telecommunications interception to comply with national legislation.

## Outputs and Performance

Output Group/Output	2008-09 Estimate	2009-10 Budget	Variation
	\$000	\$000	\$000
<b>Ombudsman's Office</b>	<b>2 294</b>	<b>2 490</b>	<b>196</b>
Ombudsman for the Northern Territory	1 727	1 898	171
Health and Community Services Complaints Commission	567	592	25
<b>Total Expenses</b>	<b>2 294</b>	<b>2 490</b>	<b>196</b>

### Key Variations

Additional ongoing funding from 2009-10 to meet increased employee expenses.

### Output Group: Ombudsman's Office

Provision of an independent, accessible and fair service for resolving complaints about the administrative actions of public servants and the delivery of health and community services.

The outcome is the Northern Territory Public Sector being accountable for, and improving the standard of, administrative decision making, practices and conduct, and the providers of health and community services in the Northern Territory improving service standards and accountability for the provision of safe and quality services.

## Ombudsman for the Northern Territory

Resolve complaints against Northern Territory Government agencies, police and shire councils, and recommend improvements to public administration to Government agencies and responsible Ministers and the Legislative Assembly.

Performance Measures		2008-09 Estimate	2009-10 Estimate
<i>Quantity</i>	Access and awareness activities	25	30
	Inquiries and complaints received	2 500	2 600
	Inquiries and complaints resolved	2 300	2 400
	Telecommunications interception audits conducted	2	2
	Surveillance devices inspection and reports	2	2
<i>Quality</i>	Reviews of decisions requested	1%	1%
	Complainants satisfied with service	65%	70%
	Recommendations accepted	98%	98%
	Audit reports comply with national legislation	100%	100%
<i>Timeliness</i>	Inquiries and general complaints resolved within 90 days of receipt	97%	98%
	Police complaints resolved within 180 days of receipt <sup>1</sup>	80%	85%
	Telecommunications interception audit and report completed within 40 days	100%	100%
	Surveillance devices inspections and reports completed in accordance with the requirements of the <i>Surveillance Devices Act</i>	100%	100%

<sup>1</sup> Resolution of complaints within this timeframe allows for recourse through the disciplinary provisions under section 162(6) of the *Police Administration Act*.

## Health and Community Services Complaints Commission

Resolve complaints against providers of health and community services in the Territory and recommend improvements in the standard and quality of service delivery.

Performance Measures		2008-09 Estimate	2009-10 Estimate
<i>Quantity</i>	Access and awareness sessions	15	20
	Inquiries and complaints received	420	440
	Inquiries and complaints resolved	380	400
<i>Quality</i>	Reviews of decisions requested	< 1%	< 1%
	Complainants satisfied with service	80%	80%
	Providers satisfied with service	95%	95%
	Recommendations accepted by providers	> 95%	> 95%
<i>Timeliness</i>	Inquiries and assessment completed within 60 days of receipt <sup>1</sup>	> 95%	> 95%
	Complaints resolved within 180 days of receipt	> 95%	> 95%

<sup>1</sup> Timeframe in accordance with section 27(1) of the *Health and Community Services Complaints Act*.

## Operating Statement

	2008-09 Estimate	2009-10 Budget
	\$000	\$000
<b>INCOME</b>		
Taxation revenue		
Grants and subsidies revenue		
Current		
Capital		
Appropriation		
Output	1 902	2 124
Commonwealth		
Sales of goods and services	42	31
Interest revenue		
Goods and services received free of charge	308	308
Gain(+)/loss(-) on disposal of assets		
Other revenue		
<b>TOTAL INCOME</b>	<b>2 252</b>	<b>2 463</b>
<b>EXPENSES</b>		
Employee expenses	1 606	1 791
Administrative expenses		
Purchases of goods and services	357	363
Repairs and maintenance	1	1
Depreciation and amortisation	22	27
Services free of charge	308	308
Other administrative expenses		
Grants and subsidies expenses		
Current		
Capital		
Community service obligations		
Interest expenses		
<b>TOTAL EXPENSES</b>	<b>2 294</b>	<b>2 490</b>
<b>NET SURPLUS(+)/DEFICIT(-)</b>	<b>- 42</b>	<b>- 27</b>

## Balance Sheet

	2008-09 Estimate	2009-10 Budget
	\$000	\$000
<b>ASSETS</b>		
Cash and deposits	205	205
Receivables	4	4
Prepayments	4	4
Inventories		
Advances and investments		
Property, plant and equipment	66	39
Other assets		
<b>TOTAL ASSETS</b>	<b>279</b>	<b>252</b>
<b>LIABILITIES</b>		
Deposits held		
Creditors and accruals	36	36
Borrowings and advances		
Provisions	196	196
Other liabilities		
<b>TOTAL LIABILITIES</b>	<b>232</b>	<b>232</b>
<b>NET ASSETS</b>	<b>47</b>	<b>20</b>
<b>EQUITY</b>		
Capital		
Opening balance	- 92	
Equity injections/withdrawals	92	
Reserves		
Accumulated funds		
Opening balance	89	47
Current year surplus(+)/deficit(-)	- 42	- 27
Accounting policy changes and corrections		
<b>TOTAL EQUITY</b>	<b>47</b>	<b>20</b>

## Cash Flow Statement

	2008-09 Estimate	2009-10 Budget
	\$000	\$000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Operating receipts</b>		
Taxes received		
Grants and subsidies received		
Current		
Capital		
Appropriation		
Output	1 902	2 124
Commonwealth		
Other agency receipts from sales of goods and services	42	31
Interest received		
<b>Total operating receipts</b>	<b>1 944</b>	<b>2 155</b>
<b>Operating payments</b>		
Payments to employees	1 606	1 791
Payments for goods and services	358	364
Grants and subsidies paid		
Current		
Capital		
Community service obligations		
Interest paid		
<b>Total operating payments</b>	<b>1 964</b>	<b>2 155</b>
<b>NET CASH FROM OPERATING ACTIVITIES</b>	<b>- 20</b>	
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
<b>Investing receipts</b>		
Proceeds from asset sales		
Repayment of advances		
Sales of investments		
<b>Total investing receipts</b>		
<b>Investing payments</b>		
Purchases of assets	10	
Advances and investing payments		
<b>Total investing payments</b>	<b>10</b>	
<b>NET CASH FROM INVESTING ACTIVITIES</b>	<b>- 10</b>	
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
<b>Financing receipts</b>		
Proceeds of borrowings		
Deposits received		
Appropriation		
Capital		
Commonwealth		
Equity injections	92	
<b>Total financing receipts</b>	<b>92</b>	
<b>Financing payments</b>		
Repayment of borrowings		
Finance lease payments		
Equity withdrawals		
<b>Total financing payments</b>		
<b>NET CASH FROM FINANCING ACTIVITIES</b>	<b>92</b>	
Net increase(+)/decrease(-) in cash held	62	
Cash at beginning of financial year	143	205
<b>CASH AT END OF FINANCIAL YEAR</b>	<b>205</b>	<b>205</b>