

Ombudsman's Office

	2004-05 Estimate	2005-06 Budget
Output Group	\$000	\$000
Office of the Ombudsman	2 161	2 095
Total Operating Expenses	2 161	2 095
Output Appropriation	1 818	1 770
Capital Appropriation		

2005-06 Staffing: 19

Agency Profile

The Ombudsman's Office comprises two functions – the Ombudsman function 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. The commission's role is to conciliate, investigate and resolve health and community services complaints within the Northern Territory.

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 address any defective administration and improve the delivery of services; and
- promote access to, and awareness of, the roles of the Ombudsman and the commission.

Strategic issues facing the agency in 2005-06 include:

- completing the review of the *Ombudsman (Northern Territory) Act*. A draft bill is currently being discussed with stakeholders and it is expected that proposed amendments to legislation will be introduced during 2005-06;
- introducing a draft bill for the introduction of whistleblower protection legislation following public comment. Responsibility for the proposed legislation will rest with the Ombudsman; and
- continuing the review of the *Health and Community Services Complaints Commission Act 1998*, which is progressing in tandem with the review of the *Ombudsman (Northern Territory) Act*. It is anticipated that amendments will be introduced in the Legislative Assembly during 2005-06.

Budget Highlights

Implement reforms in line with the introduction of whistleblower protection legislation and the reviews of the *Ombudsman (Northern Territory) Act* and the *Health and Community Services Complaints Act*.

Outputs and Performance

Output Group/Output	2004-05	2005-06	Variation
	Estimate	Budget	
	\$000	\$000	\$000
Office of the Ombudsman	2 161	2 095	- 66
Office of the Ombudsman	1 535	1 542	7
Health and Community Services Complaints Commission	626	553	- 73
Total Operating Expenses	2 161	2 095	- 66

Key Variations

There are no substantial budget variations.

Output Group: Office of the Ombudsman

Provision of an independent, accessible and fair service for resolving complaints about the administrative actions of public services 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 quality services.

Office of the Ombudsman

Resolve complaints against Territory Government agencies, police and local government councils, and recommend improvements to public administration.

Performance Measures		2004-05 Estimate	2005-06 Estimate
<i>Quantity</i>	Access and awareness activities ¹	15	15
	Inquiries and complaints received	2 400	2 500
	Inquiries and complaints resolved	2 050	2 100
<i>Quality</i>	Reviews of decisions requested	<3%	<3%
	Complainants satisfied with service	>60%	>65%
	Recommendations accepted by the relevant body ²	>90%	>90%
<i>Timeliness</i>	Inquiries and general complaints resolved within 90 days of receipt	65%	85%
	Police complaints resolved within 180 days of receipt ³	60%	60%
	Formal investigations resolved within 180 days of receipt	50%	50%

1 Access and awareness activities have decreased from the original target of 50 in 2004-05 due to a reallocation of resources for the review and implementation of the revised *Ombudsman (Northern Territory) Act*.

2 Represents the percentage of recommendations the Ombudsman has made that are accepted by the relevant body.

3 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		2004-05 Estimate	2005-06 Estimate
<i>Quantity</i>	Access and awareness sessions	35	35
	Inquiries and complaints received	400	400
	Inquiries and complaints resolved	360	360
<i>Quality</i>	Reviews of decisions requested	<1%	<1%
	Complainants satisfied with service	>65%	>75%
	Providers satisfied with service	>90%	>90%
	Recommendations accepted by providers ¹	>95%	>95%
<i>Timeliness</i>	Inquiries and assessment completed within 60 days of receipt ²	75%	80%
	Complaints resolved within 180 days of receipt	60%	60%

1 Represents the percentage of recommendations the Commissioner has made that are accepted by the provider.

2 Requirement under section 27 (1) of the *Health and Community Services Complaints Act* for a complaint to be assessed and determined within 60 days of receipt.

Statement of Financial Performance

	2004-05 Estimate	2005-06 Budget
	\$000	\$000
OPERATING REVENUE		
Taxation revenue		
Grants and subsidies		
Current		
Capital		
Sales of goods and services		
Output revenue	1 818	1 770
Other agency revenue	45	29
Interest revenue		
Miscellaneous revenue		
Goods and services received free of charge	283	283
Profit/loss on disposal of assets		
TOTAL OPERATING REVENUE	2 146	2 082
OPERATING EXPENSES		
Employee expenses	1 560	1 511
Administrative expenses		
Purchases of goods and services	302	286
Repairs and maintenance	1	2
Depreciation and amortisation	15	13
DCIS services free of charge	283	283
Other administrative expenses		
Grants and subsidies		
Current		
Capital		
Community service obligations		
Interest expense		
TOTAL OPERATING EXPENSES	2 161	2 095
NET OPERATING SURPLUS	- 15	- 13

Statement of Financial Position

	2004-05 Estimate	2005-06 Budget
	\$000	\$000
ASSETS		
Cash and deposits		
Receivables	5	5
Prepayments	2	2
Inventories		
Advances and investments		
Land and improvements		
Plant and equipment	66	53
Other assets		
TOTAL ASSETS	73	60
LIABILITIES		
Deposits held		
Creditors and accruals	30	30
Borrowings and advances		
Provisions	209	209
Other liabilities		
TOTAL LIABILITIES	239	239
NET ASSETS	- 166	- 179
EQUITY		
Capital		
Opening balance	- 122	- 112
Equity injections/withdrawals	10	
Reserves		
Accumulated funds		
Opening balance	- 39	- 54
Current year surplus(+)/deficit(-)	- 15	- 13
TOTAL EQUITY	- 166	- 179

Statement of Cash Flows

	2004-05 Estimate	2005-06 Budget
	\$000	\$000
CASH FLOWS FROM OPERATING ACTIVITIES		
Operating receipts		
Taxes received		
Grants and subsidies received		
Current		
Capital		
Receipts from sales of goods and services		
Output revenue received	1 818	1 770
Other agency receipts	45	29
Interest received		
Total operating receipts	1 863	1 799
Operating payments		
Payments to employees	1 560	1 511
Payments for goods and services	303	288
Grants and subsidies paid		
Current		
Capital		
Community service obligations		
Interest paid		
Total operating payments	1 863	1 799
NET CASH FROM OPERATING ACTIVITIES		
CASH FLOWS FROM INVESTING ACTIVITIES		
Investing receipts		
Proceeds from asset sales		
Repayment of advances		
Sales of investments		
Total investing receipts		
Investing payments		
Purchases of assets		
Advances and investing payments		
Total investing payments		
NET CASH FROM INVESTING ACTIVITIES		
CASH FLOWS FROM FINANCING ACTIVITIES		
Financing receipts		
Proceeds of borrowings		
Deposits received		
Equity injections		
Capital appropriation		
Other equity injections		
Total financing receipts		
Financing payments		
Repayment of borrowings		
Finance lease payments		
Equity withdrawals		52
Total financing payments		52
NET CASH FROM FINANCING ACTIVITIES		- 52
Net increase in cash held	- 52	
Cash at beginning of financial year	52	
CASH AT END OF FINANCIAL YEAR		