

Ombudsman's Office

	2005-06 Estimate	2006-07 Budget
	\$000	\$000
Output Group		
Office of the Ombudsman	2 110	2 101
Total Expenses	2 110	2 101
Output Appropriation	1 770	1 786
Capital Appropriation		

2006-07 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. 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 address any defective administration to 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 2006-07 include:

- developing and delivering an across government Complaints Management Program to enable consistent public access to all agencies;
- completing the review of the *Ombudsman (Northern Territory) Act* and implementing the recommendations with a focus on improving grievance procedures to members of the Northern Territory Police Force;
- implementing reforms under the proposed whistleblower's protection legislation which provides for the protection of persons making disclosures and requires agencies to establish processes to protect a person disclosing information, with the Ombudsman having an oversight role; and
- completing the review of the *Health and Community Services Complaints Commission Act 1998*, in tandem with the review of the *Ombudsman (Northern Territory) Act*. It is anticipated that amendments will be introduced in the Legislative Assembly during 2006-07.

Budget Highlights

Implementing reforms in line with the proposed whistleblower's protection legislation and the reviews of the *Ombudsman (Northern Territory) Act* and the *Health and Community Services Complaints Act*.

Assisting agencies to set up an internal complaint resolution framework that complies with international standards.

Outputs and Performance

Output Group/Output	2005-06	2006-07	Variation
	Estimate	Budget	
	\$000	\$000	\$000
Office of the Ombudsman	2 110	2 101	- 9
Office of the Ombudsman	1 557	1 495	- 62
Health and Community Services Complaints Commission	553	606	53
Total Expenses	2 110	2 101	- 9

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 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 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		2005-06 Estimate	2006-07 Estimate
Quantity	Access and awareness activities ¹	15	40
	Inquiries and complaints received	2 500	2 500
	Inquiries and complaints resolved	2 100	2 100
Quality	Reviews of decisions requested	< 3%	< 3%
	Complainants satisfied with service	> 65%	> 65%
	Recommendations accepted by the relevant body	> 90%	> 90%
Timeliness	Inquiries and general complaints resolved within 90 days of receipt	85%	85%
	Police complaints resolved within 180 days of receipt ²	60%	55%

1 Resources allocated to introducing a whole of government Public Sector Complaint Education project for the next 12 months with reduced general public access and awareness activities.

2 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		2005-06 Estimate	2006-07 Estimate
<i>Quantity</i>	Access and awareness sessions ¹	35	10
	Inquiries and complaints received	400	400
	Inquiries and complaints resolved	360	350
<i>Quality</i>	Reviews of decisions requested	< 1%	< 2%
	Complainants satisfied with service	> 75%	> 80%
	Providers satisfied with service	> 90%	> 95%
	Recommendations accepted by providers	> 95%	> 95%
<i>Timeliness</i>	Inquiries and assessment completed within 60 days of receipt ²	80%	95%
	Complaints resolved within 180 days of receipt ³	60%	75%

1 Resources allocated to core operational activities, reducing access and awareness sessions.

2 Timeframe in accordance with section 27(1) of the *Health and Community Services Complaints Act*.

3 Changed method of calculation to exclude cases formally referred to the relevant professional boards.

Operating Statement

	2005-06 Estimate	2006-07 Budget
	\$000	\$000
INCOME		
Taxation revenue		
Grants and subsidies revenue		
Current		
Capital		
Output revenue	1 770	1 786
Sales of goods and services	44	31
Interest revenue		
Goods and services received free of charge	283	283
Gain(+)/loss(-) on disposal of assets		
Other revenue		
TOTAL INCOME	2 097	2 100
EXPENSES		
Employee expenses	1 526	1 523
Administrative expenses		
Purchases of goods and services	286	292
Repairs and maintenance	2	2
Depreciation and amortisation	13	1
DCIS services free of charge	283	283
Other administrative expenses		
Grants and subsidies expenses		
Current		
Capital		
Community service obligations		
Interest expense		
TOTAL EXPENSES	2 110	2 101
NET SURPLUS(+)/DEFICIT(-)	- 13	- 1

Balance Sheet

	2005-06 Estimate	2006-07 Budget
	\$000	\$000
ASSETS		
Cash and deposits		
Receivables	3	3
Prepayments	1	1
Inventories		
Advances and investments		
Property, plant and equipment	50	49
Other assets		
TOTAL ASSETS	54	53
LIABILITIES		
Deposits held		
Creditors and accruals	17	17
Borrowings and advances		
Provisions	178	178
Other liabilities		
TOTAL LIABILITIES	195	195
NET ASSETS	- 141	- 142
EQUITY		
Capital		
Opening balance	- 107	- 98
Equity injections/withdrawals	9	
Reserves		
Accumulated funds		
Opening balance	- 30	- 43
Current year surplus(+)/deficit(-)	- 13	- 1
Accounting policy changes and corrections		
TOTAL EQUITY	- 141	- 142

Cash Flow Statement

	2005-06 Estimate	2006-07 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	1 770	1 786
Other agency receipts	44	31
Interest received		
Total operating receipts	1 814	1 817
Operating payments		
Payments to employees	1 526	1 523
Payments for goods and services	288	294
Grants and subsidies paid		
Current		
Capital		
Community service obligations		
Interest paid		
Total operating payments	1 814	1 817
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	9	
Total financing receipts	9	
Financing payments		
Repayment of borrowings		
Finance lease payments		
Equity withdrawals		
Total financing payments		
NET CASH FROM FINANCING ACTIVITIES	9	
Net increase(+)/decrease(-) in cash held	9	
Cash at beginning of financial year	- 9	
CASH AT END OF FINANCIAL YEAR		