

Ombudsman's Office

	2006-07 Estimate	2007-08 Budget
Output Group	\$000	\$000
Ombudsman's Office	2 139	2 208
Total Expenses	2 139	2 208
Output Appropriation	1 786	1 868
Capital Appropriation		

2007-08 Staffing: 19

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 Northern Territory Police (NT Police) exercising its powers under the *Commonwealth Telecommunications (Interception and Access) Act*, and to report on the use of surveillance devices by NT Police under surveillance devices legislation.

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 and improve the delivery of services; and
- promote access to, and awareness of, the roles of the Ombudsman and the Commission.

The main strategic issue for 2007-08 is implementing reforms arising from the reviews of the *Ombudsman (Northern Territory) Act* and the *Health and Community Services Complaints Act*.

Budget Highlights

- Establishing procedures, information and reporting systems, and training staff to perform the new function of inspecting NT Police use of telecommunications interception to comply with national legislation, and the function of inspecting and reporting under the surveillance devices legislation.
- Continuing to progress proposed amendments to the *Ombudsman (Northern Territory) Act* and the *Health and Community Services Complaints Act* in line with review outcomes.

Outputs and Performance

Output Group/Output	2006-07 Estimate	2007-08 Budget	Variation
	\$000	\$000	\$000
Ombudsman's Office	2 139	2 208	69
Ombudsman for the Northern Territory	1 533	1 606	73
Health and Community Services Complaints Commission	606	602	- 4
Total Expenses	2 139	2 208	69

Key Variations

Additional ongoing funding of \$60 000 from 2007-08 to meet increased personnel 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 quality services.

Ombudsman for the Northern Territory

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

Performance Measures		2006-07 Estimate	2007-08 Estimate
<i>Quantity</i>	Access and awareness activities ¹	27	25
	Inquiries and complaints received ²	2 500	2 000
	Inquiries and complaints resolved	2 100	1 800
	Telecommunications interception audits conducted ³		2
	Surveillance devices inspection and reports ³		2
<i>Quality</i>	Reviews of decisions requested	< 3%	< 2%
	Complainants satisfied with service	> 65%	> 75%
	Recommendations accepted by the relevant body	> 90%	> 95%
	Audit report complies with national legislation ³		100%
	Surveillance devices inspection reports accepted in Legislative Assembly ³		100%
<i>Timeliness</i>	Inquiries and general complaints resolved within 90 days of receipt	85%	95%
	Police complaints resolved within 180 days of receipt ⁴	55%	80%
	Telecommunications interception audit and report completed within 40 days ³		100%
	Surveillance devices inspections and reports completed within reasonable time ^{3, 5}		100%

1 Revised to reflect actual number of activities delivered in 2006-07.

2 The anticipated decrease in 2007-08 is based on a number of factors, including the impact of the Public Sector Complaint Education project introduced in 2006-07, which aims to create greater awareness leading to improved complaint handling mechanisms within agencies, as well as greater usage of online services.

3 New functions under the *Telecommunications (Interception) Northern Territory Act* and the *Surveillance Devices Act*.

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

5 Timeliness measure to be refined when the surveillance devices function comes into effect.

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		2006-07 Estimate	2007-08 Estimate
<i>Quantity</i>	Access and awareness sessions	10	15
	Inquiries and complaints received	400	300
	Inquiries and complaints resolved	350	275
<i>Quality</i>	Reviews of decisions requested	< 2%	< 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 ¹	95%	95%
	Complaints resolved within 180 days of receipt	75%	85%

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

Operating Statement

	2006-07 Estimate	2007-08 Budget
	\$000	\$000
INCOME		
Taxation revenue		
Grants and subsidies revenue		
Current		
Capital		
Output revenue	1 786	1 868
Sales of goods and services	44	31
Interest revenue		
Goods and services received free of charge	308	308
Gain(+)/loss(-) on disposal of assets		
Other revenue		
TOTAL INCOME	2 138	2 207
EXPENSES		
Employee expenses	1 536	1 579
Administrative expenses		
Purchases of goods and services	292	318
Repairs and maintenance	2	2
Depreciation and amortisation	1	1
DCIS services free of charge	308	308
Other administrative expenses		
Grants and subsidies expenses		
Current		
Capital		
Community service obligations		
Interest expense		
TOTAL EXPENSES	2 139	2 208
NET SURPLUS(+)/DEFICIT(-)	- 1	- 1

Balance Sheet

	2006-07 Estimate	2007-08 Budget
	\$000	\$000
ASSETS		
Cash and deposits	33	33
Receivables	4	4
Prepayments		
Inventories		
Advances and investments		
Property, plant and equipment	54	53
Other assets		
TOTAL ASSETS	91	90
LIABILITIES		
Deposits held		
Creditors and accruals	26	26
Borrowings and advances		
Provisions	174	174
Other liabilities		
TOTAL LIABILITIES	200	200
NET ASSETS	- 109	- 110
EQUITY		
Capital		
Opening balance	- 98	- 98
Equity injections/withdrawals		
Reserves	2	2
Accumulated funds		
Opening balance	- 12	- 13
Current year surplus(+)/deficit(-)	- 1	- 1
Accounting policy changes and corrections		
TOTAL EQUITY	- 109	- 110

Cash Flow Statement

	2006-07 Estimate	2007-08 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	1 786	1 868
Other agency receipts	44	31
Interest received		
Total operating receipts	1 830	1 899
Operating payments		
Payments to employees	1 536	1 579
Payments for goods and services	294	320
Grants and subsidies paid		
Current		
Capital		
Community service obligations		
Interest paid		
Total operating payments	1 830	1 899
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		
Total financing payments		
NET CASH FROM FINANCING ACTIVITIES		
Net increase(+)/decrease(-) in cash held		
Cash at beginning of financial year	33	33
CASH AT END OF FINANCIAL YEAR	33	33