

Ombudsman's Office

	2007-08 Estimate	2008-09 Budget
	\$000	\$000
Output Group		
Ombudsman's Office	2 287	2 242
Total Expenses	2 287	2 242
Output Appropriation	1 868	1 902
Capital Appropriation		

2008-09 Staffing: 21

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 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 2008-09 are continuing to implement reforms arising from the reviews of the *Ombudsman (Northern Territory) Act* and the *Health and Community Services Complaints Act*, and separating the Ombudsman from the Commission if a Court challenge to their combination is successful.

Budget Highlights

- Developing and refining procedures, information and reporting systems, and training staff to perform the functions of inspecting NT Police use of surveillance devices and telecommunications interception to comply with national legislation.
- Increasing the capacity of the Ombudsman and Commission to investigate and report on systemic issues across public services.

Outputs and Performance

Output Group/Output	2007-08 Estimate	2008-09 Budget	Variation
	\$000	\$000	\$000
Ombudsman's Office	2 287	2 242	- 45
Ombudsman for the Northern Territory	1 648	1 687	39
Health and Community Services Complaints Commission	639	555	- 84
Total Expenses	2 287	2 242	- 45

Key Variations

There are no significant variations.

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		2007-08 Estimate	2008-09 Estimate
<i>Quantity</i>	Access and awareness activities ¹	12	20
	Inquiries and complaints received	2 300	2 500
	Inquiries and complaints resolved	1 960	2 300
	Telecommunications interception audits conducted	2	2
	Surveillance devices inspection and reports	1	2
<i>Quality</i>	Reviews of decisions requested	1%	1%
	Complainants satisfied with service	60%	65%
	Recommendations accepted	98%	98%
	Audit report complies with national legislation	100%	100%
<i>Timeliness</i>	Inquiries and general complaints resolved within 90 days of receipt	97%	97%
	Police complaints resolved within 180 days of receipt ²	75%	80%
	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%

1 Revised to reflect actual number of activities delivered in 2007-08.

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		2007-08 Estimate	2008-09 Estimate
<i>Quantity</i>	Access and awareness sessions	12	15
	Inquiries and complaints received	380	400
	Inquiries and complaints resolved	300	350
<i>Quality</i>	Reviews of decisions requested	0%	< 1%
	Complainants satisfied with service	80%	80%
	Providers satisfied with service	100%	100%
	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	91%	95%

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

Operating Statement

	2007-08 Estimate	2008-09 Budget
	\$000	\$000
INCOME		
Taxation revenue		
Grants and subsidies revenue		
Current		
Capital		
Output revenue	1 868	1 902
Sales of goods and services	38	31
Interest revenue		
Goods and services received free of charge	308	308
Gain(+)/loss(-) on disposal of assets		
Other revenue		
TOTAL INCOME	2 214	2 241
EXPENSES		
Employee expenses	1 587	1 606
Administrative expenses		
Purchases of goods and services	389	326
Repairs and maintenance	2	1
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	2 287	2 242
NET SURPLUS(+)/DEFICIT(-)	- 73	- 1

Balance Sheet

	2007-08 Estimate	2008-09 Budget
	\$000	\$000
ASSETS		
Cash and deposits	121	121
Receivables	9	9
Prepayments		
Inventories		
Advances and investments		
Property, plant and equipment	51	50
Other assets		
TOTAL ASSETS	181	180
LIABILITIES		
Deposits held		
Creditors and accruals	55	55
Borrowings and advances		
Provisions	200	200
Other liabilities		
TOTAL LIABILITIES	255	255
NET ASSETS	- 74	- 75
EQUITY		
Capital		
Opening balance	- 92	- 92
Equity injections/withdrawals		
Reserves		
Accumulated funds		
Opening balance	91	18
Current year surplus(+)/deficit(-)	- 73	- 1
Accounting policy changes and corrections		
TOTAL EQUITY	- 74	- 75

Cash Flow Statement

	2007-08 Estimate	2008-09 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	1 868	1 902
Other agency receipts	38	31
Interest received		
Total operating receipts	1 906	1 933
Operating payments		
Payments to employees	1 579	1 606
Payments for goods and services	391	327
Grants and subsidies paid		
Current		
Capital		
Community service obligations		
Interest paid		
Total operating payments	1 970	1 933
NET CASH FROM OPERATING ACTIVITIES	- 64	
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	- 64	
Cash at beginning of financial year	185	121
CASH AT END OF FINANCIAL YEAR	121	121