

## LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

### WRITTEN QUESTION

Mr Higgins to the Chief Minister:

#### Appropriation Bill – Ombudsman

Please provide copies of:

- All questions, which have been received from the public in relation to the Estimates process and consideration of the Appropriation Bill for the 2017/18 financial year; and
- The answers to those questions that were presented to the Estimates Committee.

Please provide the information requested below for Agencies and Government authorities for which you have responsibility, as at 31 March 2017.

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#### OFFICE OF THE OMBUDSMAN

*Please accept apologies if questions are not under the correct Output. Where this is the case, it would be appreciated if you could indicate the appropriate Output in your response. Thank You.*

#### OUTPUT GROUP: OMBUDSMAN OPERATIONS

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1. How many complaints is the Ombudsman currently investigating?

As at 31 March 2017 there were 52 open complaints matters in our system.

2. How many 'own motion' investigations is the Ombudsman undertaking?

One.

3. Please advise the nature of these 'own motion' investigations.

The Own Motion matter currently underway relates to the use of Indigenous interpreter services by a number of government agencies.

4. Please advise when a report on each of these investigations is expected to be made available.

It is expected that this report will be tabled in the next financial year.

5. What services will be cut as a result of the shortfall in funding if any?

Current funding levels are adequate to provide legislated services, defined in the *Ombudsman Act*.

6. How many complaints has the Ombudsman received concerning government outsourced services delivered by private sector firms?

As at 31 March 2017 there have be no complaints about government outsourced services delivered by private sector firms.

7. How many of these complaints have been resolved?

Not applicable.

8. How many complaints have not been resolved because the Ombudsman did not have the necessary powers to investigate outsourced service delivery?

Not applicable.

9. Has the Ombudsman requested, either verbally or in writing, that the *Ombudsman Act 2008* (NT) be amended to provide the Ombudsman with powers to investigate administrative actions of private sector firms contracted to deliver public sector services?

Not applicable.

## **OUTPUT GROUP: CORPORATE AND GOVERNANCE**

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#### ***Staffing***

1. How many Full Time Equivalent are currently employed within this Agency, broken down by Output and Business Unit?

<b>Output / Business Unit</b>	<b>Full Time Equivalent</b>
Ombudsman Operations	9.37
Business Support Unit	1.93
<b>TOTAL</b>	<b>11.3</b>

2. How many Full Time Equivalents have resigned, retired, taken a redundancy package or have been made redundant, or terminated? Please break down these numbers by Output and Business Unit.

As at 31 March 2017, 1 x Senior Investigation Officer (SIO) resigned.

3. What has happened to these positions? Has the work been reallocated to existing staff?

Subsequent recruitment action was undertaken and this position was back filled.

4. Are there any plans to fill these positions in the near future?

Not applicable.

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