

COMMONWEALTH OMBUDSMAN STRATEGIC PLAN 2008–2011

<p>Our vision Administrative action by Australian Government agencies is fair and accountable.</p> <p>Our mission The office safeguards the community in its dealings with Australian Government agencies by:</p> <ul style="list-style-type: none"> ▪ correcting administrative deficiencies through independent review of complaints about Australian Government administrative action ▪ fostering good public administration that is accountable, lawful, fair, transparent and responsive ▪ assisting people to resolve complaints about government administrative action ▪ developing policies and principles for accountability ▪ reviewing statutory compliance by agencies. <p>Our values We are committed to the Australian Public Service Values and Code of Conduct, and to the specific values of this office:</p> <ul style="list-style-type: none"> ▪ independence ▪ impartiality ▪ integrity ▪ accessibility ▪ professionalism ▪ team work. 	<p>What we do</p> <ul style="list-style-type: none"> ▪ Investigate complaints against Australian Government agencies and make recommendations for resolving complaints. ▪ Through complaint handling, own motion investigations, inspections, monitoring and reporting, highlight problems and focus attention on the adverse impact government administration can have on individuals. ▪ Provide specialist services as Defence Force Ombudsman, Immigration Ombudsman, Law Enforcement Ombudsman, Postal Industry Ombudsman and Taxation Ombudsman. ▪ Foster good complaint handling in Australian Government agencies ▪ Promote open government and contribute to public discussion on administrative law and public administration. ▪ Conduct inquiries as requested by government. ▪ Collaborate with State, Territory and Industry Ombudsmen, and with offices in the Asia–Pacific Region. 	<p>Strategic action agenda—enduring commitments</p> <ul style="list-style-type: none"> ▪ Deliver effective and efficient complaint handling with a particular focus on quality, including timeliness. ▪ Recruit, develop and retain professional and proficient staff. ▪ Nurture the working relationship with Australian Government agencies. ▪ Conduct monitoring, including inspection of the accuracy and comprehensiveness of records on selected law enforcement activities, and monitoring immigration compliance and detention activities. ▪ Improve targeting of communication with key stakeholders and target audiences. ▪ Make submissions to parliamentary and governmental inquiries. ▪ Maintain a vibrant international program to foster and expand Ombudsman services in the Asia–Pacific Region. <p>Strategic priorities</p> <ul style="list-style-type: none"> ▪ Be responsive to areas of need in allocating resources. ▪ Target outreach, relevant publications and communication activities to key stakeholders, particularly through intermediaries. ▪ Build on the work practices and system changes to deliver improved timeliness, efficiency and effectiveness in managing complaints. ▪ Improve quality assurance and consistency in complaint handling. ▪ Improve staff training and development programs. <p>Outcomes and key measures of success</p> <ul style="list-style-type: none"> ▪ There will be improved public satisfaction with the quality of services provided by the office. ▪ Parliament and government agencies will better understand the Commonwealth Ombudsman’s role and importance. ▪ The Commonwealth Ombudsman will be an ‘agency of choice’ for investigating problems in public administration and advising on reform. ▪ The number of complaints requiring long periods for resolution will decrease. ▪ The office will identify and resolve significant problems in public administration. ▪ The quality and timeliness of services of the office will improve through better front line service, clearer policies, more consistent processes, improved recording and better utilisation of staff skills. ▪ Staff will understand the office’s strategic directions and priorities—individual business planning and work practices will be aligned with these directions.
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The Ombudsman’s statement of strategic direction 2008–09

In 2008–09, we will continue our focus on significant systemic issues arising from complaints, inspections and monitoring. We will also consolidate the improvements in our own structures and processes to deliver faster, better and more consistent responses to complaints.