



Section two

Intake and Assessment Vision Statement

The IAT works together to provide an impartial and professional service to the public to assist them to resolve their complaints regarding Australian Government entities.

Who are we and what do we do?

The role of the Intake and Assessment Team (IAT) is to manage and respond to contacts from complainants to the Office. We triage incoming parliamentary complaints and correspondence from different channels including; email, online complaint forms, written complaints and telephone calls.

We aim to resolve complaints efficiently and effectively while providing effective and efficient customer service, including the measurement of client satisfaction. We also aim to establish and adopt early resolution practices to enhance our internal complaint-handling process and stakeholder experience with the Office.

Our assessment considers jurisdiction, steps that have been taken with the agency involved and practical outcomes that can be achieved.

Based on this information we will either; decline to investigate the complaint, providing reasons for the decision and relevant referrals outside of the Office where appropriate, or, refer it through to the appropriate team for further assessment.

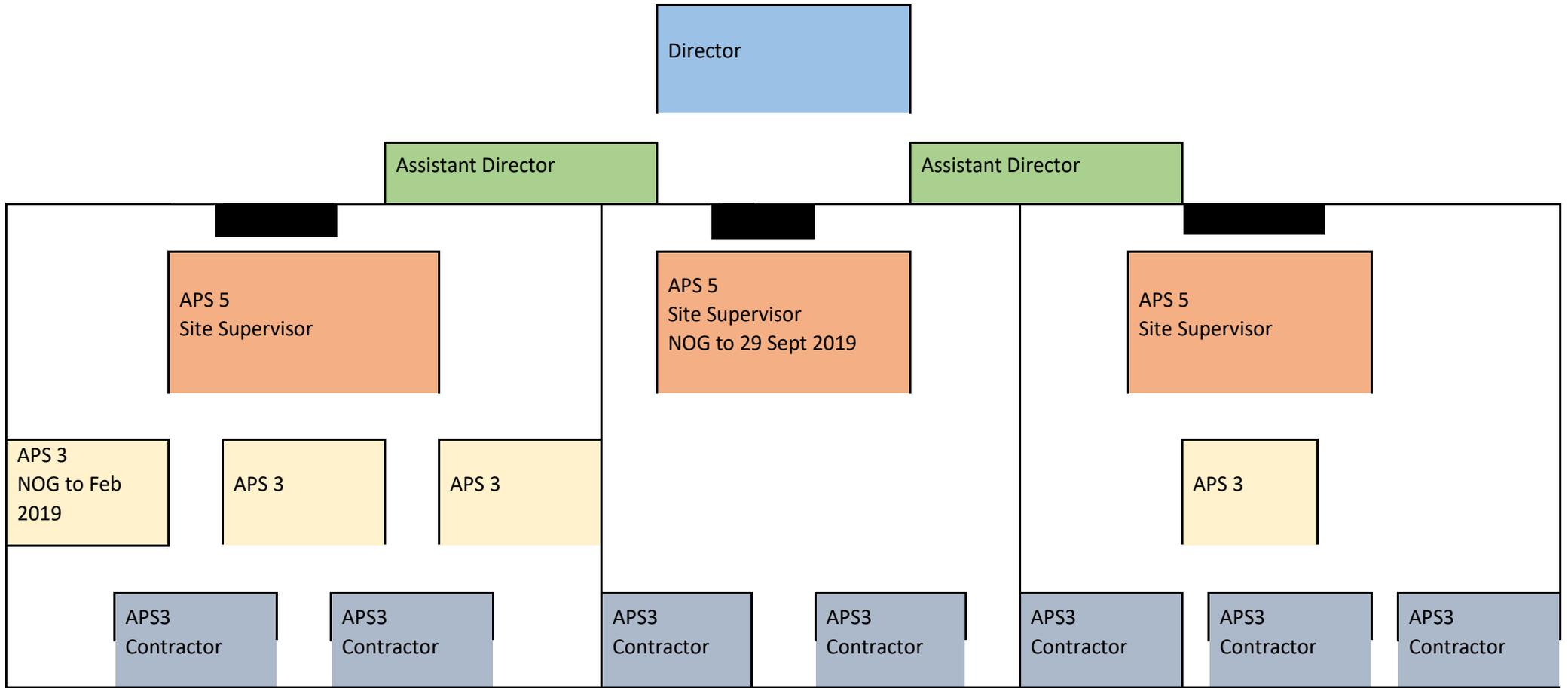
Complainants can contact the Office via telephone on 1300 362 072 or lodge their enquiry via our online complaint form. The Intake and Assessment Team is available to take calls from 9am to 5pm in your state or territory.

The IAT is part of the Complaints Management and Education Branch (CME Branch) and members of the IAT are located in [REDACTED]. The team consists of a Director, Assistant Directors, Site Supervisors and Assessment Officers. The roles and responsibilities of these positions are outlined below.

Position title	Roles and responsibilities	Location
Director	The role of the Director is to oversee the operations of the IAT to ensure strategic operational targets are being met; to coordinate and inform the Office’s service delivery practices and to facilitate engagement and cooperation across other areas of the Branch and the Office. The Director works together with the other Directors in the CME Branch to oversee projects and working groups which cover the breadth of our workload.	[REDACTED]
Assistant Director	The Assistant Directors work closely with the Director of the Intake and Assessment Team to ensure individual, team and branch key performance indicators are met. They also lead the team and manage recruitment and training on behalf of the team; the	[REDACTED]



	development and implementation of policies and procedures relating the IAT including the roster; and to undertake research, projects, presentations and administrative work as required. They also take responsibility for continuous improvement to ensure quality customer service.	
Site Supervisor	The role of the Site Supervisor is to supervise the day-to-day activity of Assessment Officers (AOs). This includes the real time monitoring of AOs using online systems to monitor complaint management; the daily allocation of tasks to AOs and the provision of technical advice to AOs to enable them to undertake their duties. Site Supervisors are also responsible for the provision of feedback to AOs to ensure IAT processes and procedures are being followed and the day to day management of the roster.	
Assessment Officer	The role of the Assessment Officer is to respond to incoming telephone, written, electronic and in-person complaints and to record all approaches in Resolve. This may require liaison with internal stakeholders and requires the demonstration of strong customer service skills.	





Teams

1. s47E, s47F

Who	Level	Located	
s47E, s47F	APS6	Canberra	
s47E, s47F	APS6	Canberra	
s47E, s47F	APS6	Melbourne	
s47E, s47F	APS4	Melbourne	
s47E, s47F	APS4	Canberra	Maternity until 3/1/2020

2. s47E, s47F

Who	Level	Located	
s47E, s47F	APS6	Adelaide	OSO – end December 2019
s47E, s47F	APS6	Melbourne	PT CAP - ???
s47E, s47F	APS5	Adelaide	PT
s47E, s47F	APS5	Melbourne	
s47E, s47F	APS4	Melbourne	

3. s47E, s47F

Who	Level	Located	
s47E, s47F	APS6	Brisbane	
s47E, s47F	APS4	Adelaide	Leave until mid-August
s47E, s47F	APS4	Brisbane	

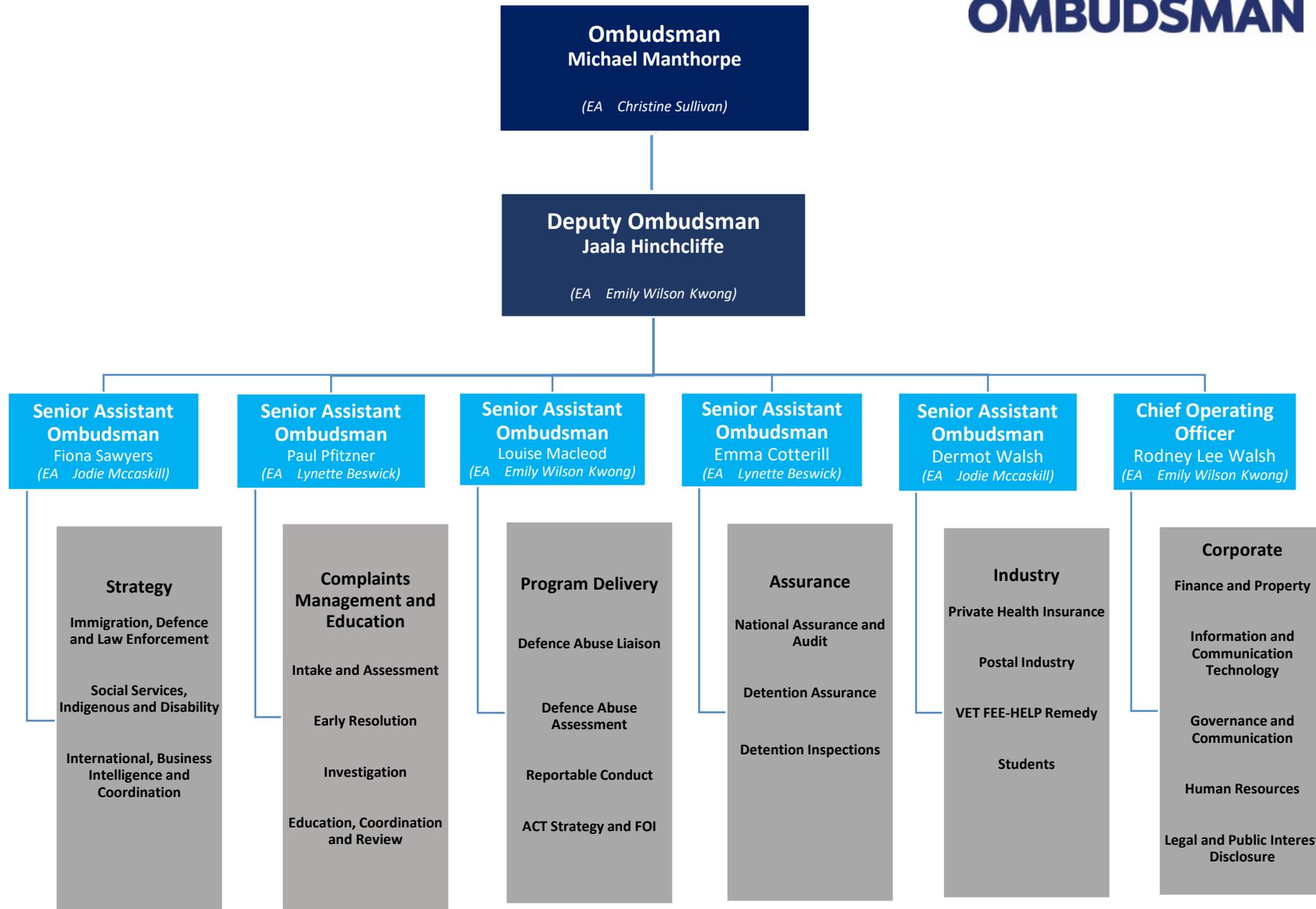
4. s47E, s47F (advisor role)

Returns

s47E, s47F – Assurance project - ?

s47E, s47F – OSO - end of 2019

s47E, s47F – DFDRB – end of Nov 2019



INSTRUMENT OF DELEGATION

Ombudsman Act 1976

Australian Federal Police Act 1979

I, Michael Manthorpe, Commonwealth Ombudsman,

1. Under subsections 34(1), 34(2), 34(2A), 34(2B), 34(2C), and 34(3) of the *Ombudsman Act 1976* (the Act), **revoke** all previous delegations issued under the Act and **delegate** to any persons from time to time holding, occupying or performing the duties of a position in the Office of the Commonwealth Ombudsman specified in Column 1 of the Schedule to this Instrument, the powers conferred on me by the provisions of the Act specified in the corresponding part of Column 2 of the Schedule to this Instrument. In relation to subsection 34(2C), I am satisfied that those people have expertise appropriate to the function or power delegated; and
2. Under the *Australian Federal Police Act 1979* (the AFP Act), **revoke** all previous delegations issued under the AFP Act and **delegate** to any persons from time to time holding, occupying or performing the duties of a position in the Office of the Commonwealth Ombudsman specified in Column 1 of the Schedule to this Instrument, the powers conferred on me by the provisions of the AFP Act specified in the corresponding part of Column 2 of the Schedule to this Instrument.

Issued at Canberra,

17 May 2019



Michael Manthorpe
Commonwealth Ombudsman

SCHEDULE

Column 1 Position	Column 2 Powers or Functions
1. APS Level 2, 3, 4, 5 and 6 staff	<p> Subsection 4(4) Subsection 4(5) Section 6, other than sub-paragraph 6(1)(b)(i) and subsections 6(2), 6(16), 6(17), 6(18), 6(20) and 6(21) Subsection 7(2) Subsection 7A(1) Subsection 8(1) Subsection 8(1A) Subsection 8(2) Subsection 8(3) Subsection 12(1) Subsection 12(3) Section 19C Section 19D Sub-paragraph 19E(1)(b)(ii) Section 19M Section 19N Section 19P Section 19Q, other than sub-paragraph 19Q(1)(b)(i) Section 19ZK Section 19ZL, other than sub-paragraph 19ZL(1)(b)(i) Subsection 20H(a) Section 20L Section 20M, other than paragraphs 20M(5)(e), 20M(5)(f), 20M(5)(h), 20M(5)(i), and 20M(5)(j) Section 20N Section 20P Section 20S Section 20ZD Section 20ZQ Section 20ZR, other than paragraph 20ZR(a) </p>
2. Executive Level 1 staff	<p> Subsection 4(4) Subsection 4(5) Section 6, other than sub-paragraph 6(1)(b)(i) and subsections 6(16), 6(17) and 6(18) Section 6A Section 6C Subsection 6D(3) Subsection 6D(4) Subsection 6D(5) Subsection 7(2) Subsection 7A(1) </p>

	<p> Subsection 8(1) Subsection 8(1A) Subsection 8(2) Subsection 8(3) Subsection 8(7) Subsection 12(1) Subsection 12(3) Section 13 Section 19C Section 19D Sub-paragraph 19E(1)(b)(ii) Section 19M Section 19N Section 19P Section 19Q, other than sub-paragraph 19Q(1)(b)(i) Section 19ZK Section 19ZL, other than sub-paragraph 19ZL(1)(b)(i) Subsection 20H(a) Section 20K Section 20L Section 20M Section 20N Section 20P Section 20S Section 20X Section 20ZD Section 20ZM(1)(ca) Section 20ZQ Section 20ZR, other than paragraph 20ZR(a) Section 35A, in relation to the disclosure to a complainant or representative of a complainant of: <ul style="list-style-type: none"> • correspondence between the office and the complainant; • records of telephone and personal discussions involving the complainant; and • complaint management system records and other documents that the complainant would previously and lawfully have seen. </p>
<p>3. Executive Level 2 staff</p>	<p> Subsection 4(4) Subsection 4(5) Section 6, other than subsections 6(16), 6(17) and 6(18) Section 6A Section 6B Section 6C Subsection 6D(3) </p>

	<p> Subsection 6D(4) Subsection 6D(5) Subsection 7(2) Subsection 7A(1) Subsection 8(1) Subsection 8(1A) Subsection 8(2) Subsection 8(3) Subsection 8(7) Section 9 Subsection 12(1) Subsection 12(3) Subsection 12(4) Section 13 Section 14 Section 19C Section 19D Section 19E Section 19M Section 19N Section 19P Section 19Q Section 19ZK Section 19ZL Section 19ZN Subsection 20H(a) Section 20L Section 20K Section 20M Section 20N Section 20P Section 20S Section 20W Section 20X Section 20ZC Section 20ZD Section 20ZM(1)(ca) Section 20ZQ Section 20ZR Section 35A, in relation to the disclosure: <ul style="list-style-type: none"> • of information to respond to a serious threat to the life, health or safety of any person; and • to a complainant or representative of a complainant of: <ul style="list-style-type: none"> ○ correspondence between the office and the complainant; ○ records of telephone and personal discussion involving the complainant; and </p>
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	<ul style="list-style-type: none"> ○ complaint management system records and other documents that the complainant would previously and lawfully have seen.
4. APS Level 5 and 6 staff in the Intake, Assessment and Early Resolution Team	Section 6C Subsection 6D(3) Subsection 6D(4) Subsection 6D(5)
5. APS Level 5 and 6 staff and Executive Level 1 and 2 staff in the National Assurance and Audit Team and the Private Health Insurance Team	Section 20SA Section 20TA Section 20ZHA Section 20ZIA
6. Members of staff performing the duties of Manager or having a management and supervisory role in the Postal Industry Team ; <i>and</i> Members of staff performing the duties of Manager or having a management and supervisory role in the Intake, Assessment and Early Resolution Team ; <i>and</i> Members of staff performing the duties Manager or having a management and supervisory role in the International, Business Intelligence and Coordination Team ; <i>and</i> Members of staff performing the duties of Assistant Director in the Detention Assurance Team ; <i>and</i> Members of staff performing the role of Supervisor in the Statutory Reporting section of the Detention Assurance Team ; <i>and</i> Members of staff performing the duties of Assistant Director	Section 35A , in relation to the disclosure of information to respond to a serious threat to the life, health or safety of any person.

<p>in the Defence Abuse Liaison Team; <i>and</i> Members of staff performing the duties of Manager or having a management and supervisory role in the Private Health Insurance Team</p>	
<p>7. Members of staff performing the duties of Director or Supervisor in the Statutory Reporting section of the Detention Assurance Team</p>	<p>Section 35A, in relation to the provision of assessments made under section 486O of the <i>Migration Act 1958</i> to the Australian Human Rights Commission.</p>
<p>8. APS Level 6 and Executive Level 1 staff in the Legal Team</p>	<p>Section 35A, in relation to the disclosure of information under the Office's administrative access schemes.</p>
<p>9. Members of staff performing the role of Director in the Postal Industry Team; <i>and</i> Members of staff performing the role of Director in the VET Student Loans Team</p>	<p>Section 35A</p>
<p>10. Senior Assistant Ombudsman</p>	<p>Subsection 3(1) Subsection 4(4) Subsection 4(5) Section 6 Section 6A Section 6B Section 6C Subsection 61(3) Subsection 6D(4) Subsection 6D(5) Subsection 7(2) Section 7A Subsection 8(1) Subsection 8(1A) Subsection 8(2) Subsection 8(3) Subsection 8(7) Paragraph 8(10)(b) Paragraph 8(10)(d)</p>

	<p> Subsection 8(11) Section 9 Subsection 12(1) Subsection 12(2) Subsection 12(3) Subsection 12(4) Section 13 Section 14 Section 19C Section 19D Section 19E Section 19M Section 19N Section 19P Section 19Q Section 19Y Section 19ZK Section 19ZL Section 19ZN Section 19ZT Subsection 20H(a) Section 20L Section 20K Section 20M Section 20N Section 20P Section 20Q Section 20S Section 20SA Subsection 20SB(1) Subsection 20SB(2) Subsection 20SB(3) Section 20TA Section 20W Section 20X Section 20Y Section 20ZC Section 20ZD Section 20ZE Section 20ZHA Section 20ZI Section 20ZIA Section 20ZM(1)(ca) Section 20ZQ Section 20ZR Section 35AA Section 35A </p>
11. Deputy Ombudsman	All powers capable of being delegated.

Powers under Division 7, Part 5 of the <i>Australian Federal Police Act 1979</i>	
12. APS Level 5 and 6 staff and Executive Level 1 and 2 staff, responsible for Law Enforcement Ombudsman Functions	Subsection 40XA(2) Section 40XB
13. Senior Assistant Ombudsman	Subsection 40XA(2) Section 40XB Section 40XC
14. Deputy Ombudsman	All powers capable of being delegated.