

### Strategic priorities overview

#### *Better governance*

- *Promote integrity*
- *Improve agency decision-making*
- *Improve agency complaints management*

#### *Better basics*

- *Get the basics of public sector administration right*
- *Timeliness*
- *Communication*
- *Transparency*
- *Record keeping*
- *Sharing and streamlining*

#### *Equity and diversity*

- *Matching services with individual needs and expectations*
- *Improving access and awareness across the community*

#### *Justice systems*

- *Improve fairness and effectiveness of all aspects of crime prevention and the justice system*
- *Facilitate initiatives that recognise the unique Territory environment and achieve effective outcomes*

#### *Essential services*

- *Focus on life's essentials*
- *Energy and water*
- *Housing*
- *Children and Education*
- *Emergency services*
- *Dealing with disadvantage*



## Better Government Strategic Plan - 2016-19

### Office overview

#### Ombudsman NT

- Is an independent body that promotes better government in the NT by recommending and facilitating improvements in administrative practices and procedures.
- Deals with complaints about administrative actions of public authorities and conduct of police officers.
- Has powers in relation to NT Police, NT government departments and authorities and local government councils.
- Undertakes audit / investigation functions and makes reports under telecommunications interception, surveillance devices and controlled operations laws.

#### Our Vision (our ultimate aim)

A high level of public confidence in fair and accountable public administration in the Territory.

#### Our Mission (how we contribute to our vision)

- Give people a timely, effective, efficient, independent, impartial and fair way of investigating and dealing with complaints about administrative actions of public authorities and conduct of police.
- Work with public authorities and other stakeholders to improve the quality of decision-making and administrative practices in public authorities.

#### Core Values (guide what we do and how we do it)

- **Fairness**  
We are independent and impartial. We respond to complaints without bias. We give everyone the chance to have their say. We do not take sides.
- **Integrity**  
We take action and make decisions based on our independent assessment of the facts, the law and the public interest.
- **Respect**  
We act with courtesy and respect. We recognise and respect diversity. We seek to make our services accessible and relevant to everyone. We consider the impact of our actions on others.
- **Professionalism**  
We perform our work with a high degree of expertise and diligence.
- **Accountability**  
We are open about how and why we do things. We are responsive and deal with matters in a timely manner. We allocate priorities and undertake our work so that the best use is made of public resources.



## Better Government Strategic Plan - 2016-19

### Strategic priorities in depth

The work of the Office revolves around dealing with the thousands of approaches made by members of the public each year. Dealing with those approaches is the key focus of the Office and they inform the quality improvement work we do.

These strategic priorities involve both work that we do to facilitate improvement in agency functions and improvements that we can make internally.

#### 1. Better governance

Focus areas for agency functions will include:

- promoting integrity;
- improving agency decision-making,
- improving internal complaints management and review of decisions and actions;
- enhancing systems and skills for monitoring, audit and investigation;
- obtaining best value in procurement and allocation/disposal of public assets/resources;
- scrutiny and complaint management for outsourced functions and grants;
- governance of local government councils.

Focus areas for Ombudsman Office functions will include:

- ensuring the Office adopts best practice internal governance;
- promoting internal adherence to integrity and Office values;
- promoting the Office as a leader in public sector investigation expertise.

#### 2. Better basics

Focus areas for agency functions will include:

- improving timeliness;
- better communication with stakeholders;
- enhanced transparency and accountability;
- better record keeping;
- smarter information sharing across the public sector;
- streamlining, combination and standardisation of processes (providing seamless processes for stakeholders – being separate and different when there is a need, not for the sake of being different).



## Better Government Strategic Plan - 2016-19

### Strategic priorities in depth

Focus areas for Ombudsman Office functions will include:

- fair and timely resolution of approaches;
- maintaining regular communication with agencies and stakeholders through a range of meetings and other measures;
- continually developing staff skills in a range of disciplines;
- regularly reviewing the Office's Information and Communications Technology to ensure best practice.

### 3. Equity through diversity

Focus areas for agency functions will include:

- increasing recognition that fairness requires a range of approaches to match individual needs and expectations;
- communication strategies that accommodate a diverse range of stakeholders;
- increased use of indigenous and other interpreters.

Focus areas for Ombudsman Office functions will include:

- maintaining an Ombudsman team with diverse backgrounds;

- raising the profile of the Office with a diverse range of stakeholders, utilising a broad range of community engagement strategies;
- improved recording and reporting to give a better picture of the reach of the Office to all segments of the Territory community.

### 4. Justice systems

Focus areas for agency functions will include:

- improving the fairness and effectiveness of all aspects of crime prevention and the justice system, including exploring alternatives to traditional mainstream justice approaches;
- facilitating initiatives that recognise the unique Territory environment and achieve effective outcomes;
- maintaining fair and effective processes for dealing with police conduct;
- enhancing correctional services and emphasising rehabilitation as the key correctional outcome, including education, skills development and preparation for reintegration.



## Better Government Strategic Plan - 2016-19

### Strategic priorities in depth

Focus areas for Ombudsman Office functions will include:

- maintaining fair and effective overview of Police conduct;
- improving processes for handling Police and Corrections complaints.

#### 5. Essential services

Focus areas for agency functions will include:

- maintaining life's essentials like energy, water, housing, education and emergency services;
- dealing appropriately with issues of disadvantage and financial hardship;
- responding equitably to energy and water needs across the Territory;
- meeting the challenges of public housing demand in urban, rural and remote areas;
- promoting the protection of children and the rights of children;
- promoting quality education for all students at all levels;
- ensuring availability of affordable, efficient and effective public transport.