

# STATEMENT OF CORPORATE PURPOSE

## Our vision

We want to see fair, accountable and responsive administrative practice and service delivery in NSW.

## Our mission

In our own organisation and those we oversight, we work to promote:

- good conduct
- fair decision-making
- protection of rights
- provision of quality services.

## Our purpose

We aim to:

1. help organisations meet their obligations and responsibilities and promote and assist the improvement of their service delivery
2. deal effectively and fairly with complaints and work with organisations to improve their complaint-handling systems
3. be a leading watchdog agency
4. be an effective organisation.

## Our values

We will:

- provide the same high quality service that we encourage other organisations to offer
- be fair, impartial and independent, and act with integrity and consistency
- be accessible and responsive to all who approach us, and seek solutions and improvements that will benefit the broader NSW community
- be a catalyst for change and a promoter of individuals' rights.

## Our guarantee of service

We will:

- consider each matter promptly and fairly, and provide clear reasons for our decisions
- where we are unable to deal with a matter ourselves, explain why, and identify any other appropriate organisation where we can
- help those people who need assistance to make a complaint to the Ombudsman
- add value through our work.