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These appendices provide additional information on our activities and compliance reporting, complaint profiles, action taken on formal complaints, and other resource information.

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Appendix A

Profile of notifiable police complaints 2015–16

Figure 67: Action taken on finalised notifiable complaints about police officers in 2015–16

The number of allegations is greater than the number of complaints finalised because each complaint may contain more than one allegation about a single incident or involve a series of incidents.

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Arrest				
Improper failure to arrest	1	2	2	5
Unlawful arrest	22	8	11	41
Unnecessary use of arrest	26	10	13	49
Subtotal	49	20	26	95
Complaints				
Deficient complaint investigation	7	10	3	20
Fail to report misconduct	5	36	9	50
Fail to take a complaint	3	6	1	10
Inadequacies in informal resolution	6	1	1	8
Provide false information in complaint investigation	3	32	8	43
Subtotal	24	85	22	131
Corruption/misuse of office				
Explicit threats involving use of authority	8	2	5	15
Improper association	29	56	17	102
Misuse authority for personal benefit or benefit of an associate	56	30	29	115
Offer or receipt of bribe/corrupt payment	16	2	3	21
Protection of person(s) involved in criminal activity (other)	7	1	0	8
Subtotal	116	91	54	261
Custody/detention				
Death/serious injury in custody	0	2	0	2
Detained in excess of authorised time	4	0	1	5
Escape from custody	0	0	5	5
Fail to allow communication	1	0	1	2
Fail to caution/give information	1	1	0	2
Fail to meet requirements for vulnerable persons	2	0	3	5
Improper refusal to grant bail	1	0	0	1
Improper treatment	33	6	16	55
Inadequate monitoring of persons in custody	0	0	1	1
Unauthorised detention	8	3	8	19
Subtotal	50	12	35	97

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Driving-related				
Breach pursuit guidelines	1	4	5	10
Drink driving offence	4	14	6	24
Negligent/dangerous driving	5	11	3	19
Unnecessary speeding	4	4	2	10
Subtotal	14	33	16	63
Drug-related				
Cultivate/manufacture prohibited drug	2	1	0	3
Drinking/under the influence on duty	1	3	3	7
Protection of person(s) involved in drug activity	50	14	4	68
Supply prohibited drug	26	9	3	38
Use/possess restricted substance	1	10	1	12
Use/possession of prohibited drug	15	39	7	61
Subtotal	95	76	18	189
Excessive use of force				
Assault	188	110	124	422
Firearm discharged	0	0	2	2
Firearm drawn	2	3	1	6
Improper use of handcuffs	10	2	6	18
Subtotal	200	115	133	448
Information				
Fail to create/maintain records	14	41	41	96
Falsify official records	12	62	29	103
Misuse email/internet	3	9	8	20
Provide incorrect or misleading information	16	41	31	88
Unauthorised access to information/data	12	105	14	131
Unauthorised disclosure of information/data	48	71	55	174
Unreasonable refusal to provide information	1	0	1	2
Subtotal	106	329	179	614
Investigation				
Delay in investigation	15	8	37	60
Fail to advise outcome of investigation	10	0	4	14
Fail to advise progress of investigation	5	0	2	7
Fail to investigate (customer service)	191	38	92	321
Improper/unauthorised forensic procedure	1	0	1	2
Improperly fail to investigate offence committed by another officer	2	2	3	7
Improperly interfere in investigation by another police officer	10	16	5	31
Inadequate investigation	198	35	109	342
Subtotal	432	99	253	784

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Misconduct				
Allow unauthorised use of weapon	0	3	0	3
Conflict of interest	12	32	23	67
Detrimental action against a whistleblower	2	3	1	6
Dishonesty in recruitment/promotion	0	1	1	2
Disobey reasonable direction	2	21	11	34
Fail performance/conduct plan	0	0	2	2
Failure to comply with code of conduct	130	443	331	904
Failure to comply with statutory obligation/procedure	36	73	105	214
False claiming for duties/allowances	6	5	5	16
Inadequate management/maladministration	31	41	53	125
Inadequate security of weapon/appointments	2	16	27	45
Inappropriate intervention in civil dispute	3	3	5	11
Minor workplace-related misconduct	1	16	16	33
Other improper use of discretion	2	3	2	7
Unauthorised secondary employment	1	15	10	26
Unauthorised use of vehicle/facilities/equipment	16	26	10	52
Workplace harassment/victimisation/discrimination	56	182	83	321
Subtotal	300	883	685	1,868
Other criminal				
Conspiracy to commit offence	1	1	0	2
Fraud	0	5	1	6
Murder/manslaughter	1	0	0	1
Officer in breach of domestic violence order	0	7	1	8
Officer perpetrator of domestic violence	2	22	2	26
Officer subject of application for domestic violence order	1	23	2	26
Other Indictable offence	28	133	6	167
Other summary offence	29	238	16	283
Sexual assault/indecent assault	10	63	2	75
Subtotal	72	492	30	594
Property/exhibits/theft				
Damage to	8	3	18	29
Fail to report loss	0	0	3	3
Failure or delay in returning to owner	27	2	14	43
Loss of	8	9	22	39
Theft	12	12	6	30
Unauthorised removal/destruction/use of	7	13	24	44
Subtotal	62	39	87	188
Prosecution				
Adverse comment by court/costs awarded	1	6	11	18
Fail to attend court	1	6	14	21

Category	Allegations declined	Allegations subject of investigation	Allegations conciliated or informally resolved	Total
Fail to check brief/inadequate preparation of brief	5	11	26	42
Fail to notify witness	1	6	9	16
Fail to serve brief of evidence	2	5	10	17
Failure to charge/prosecute	10	2	17	29
Improper prosecution	44	5	20	69
Mislead the court	5	1	3	9
Mislead the defence	0	1	1	2
PIN/TIN inappropriately/wrongly issued	19	0	0	19
Subtotal	88	43	111	242
Public justice offences				
Fabrication of evidence (other than perjury)	27	6	1	34
Involuntary confession by accused	5	0	0	5
Make false statement	21	12	6	39
Other pervert the course of justice	17	11	3	31
Perjury	3	2	1	6
Withholding or suppression of evidence	3	2	4	9
Subtotal	76	33	15	124
Search/entry				
Failure to conduct search	0	0	6	6
Property missing after search	7	2	7	16
Unlawful entry	1	1	0	2
Unlawful search	45	13	47	105
Unreasonable/inappropriate conditions/damage	6	2	5	13
Wrongful seizure of property during search	12	1	4	17
Subtotal	71	19	69	159
Service delivery				
Breach domestic violence SOP	104	40	87	231
Fail to provide victim support	19	5	26	50
Fail/delay attendance to incident/'000'	15	9	9	33
Harassment/intimidation	123	9	53	185
Improper failure to WIPE	13	4	11	28
Improper request for identity/proof of identity	1	0	0	1
Improper use of 'move on' powers	2	0	2	4
Neglect of duty (not specified elsewhere)	13	19	31	63
Other (customer service)	261	25	110	396
Rudeness/verbal abuse	115	34	91	240
Threats	33	18	34	85
Subtotal	699	163	454	1,316
Total summary of allegations	2,454	2,532	2,187	7,173

Appendix B

Public administration

Public sector agencies

Description

The following key is used throughout Appendix B for figures 68, 69, 70 and 73.

Decline after assessment only, including:

- A** Conduct outside jurisdiction; trivial; remote; insufficient interest; commercial matter; right of appeal or redress; substantive explanation or advice provided; premature – referred to agency; concurrent representation; investigation declined on resource/priority grounds

Preliminary or informal investigation:

- B** Substantive advice, information provided without formal finding of wrong conduct
- C** Advice/explanation provided where no or insufficient evidence of wrong conduct
- D** Further investigation declined on grounds of resource/priority
- E** Resolved to Ombudsman's satisfaction
- F** Resolved by agency prior to our intervention
- G** Suggestions/comment made
- H** Consolidated into other complaint
- I** Conciliated/mediated
- J** PID preliminary inquiries

Formal investigation:

- K** Resolved during investigation
- L** Investigation discontinued
- M** No adverse finding
- N** Adverse finding
- O** PID investigation

Figure 68: Action taken on formal complaints finalised in 2015–16

Complaint about	Assessment only	Preliminary or informal investigation										Formal investigation					Total
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O		
Bodies outside jurisdiction	1,002	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,002
Custodial services	138	27	226	6	256	26	4	4	0	1	0	1	0	0	0	0	689
Departments & authorities	1,371	24	403	4	370	81	22	51	1	6	0	2	0	0	0	0	2,335
Local government	705	20	120	1	38	3	5	44	0	0	0	0	0	0	0	0	936
Total	3,216	71	749	11	664	110	31	99	1	7	0	3	0	0	0	0	4,962

Figure 69: Action taken on formal complaints about departments and authorities finalised in 2015–16

Where possible we have recorded complaints against functional units of the principal departments.

Agency	Assessment only	Preliminary or informal investigation										Formal investigation					Total
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O		
Department of Finance, Services and Innovation																	
Board of Surveying and Spatial Information of NSW	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Building Professionals Board	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4	
Department of Finance, Services and Innovation	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	3	
Fair Trading	68	3	12	0	6	7	1	2	0	0	0	0	0	0	0	99	
Insurance and Care NSW (icare)	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0	6	
Land and Property Information	7	0	1	0	1	0	0	0	0	0	0	0	0	0	0	9	
Office of State Revenue	197	9	62	0	77	11	1	11	0	0	0	1	0	0	0	369	
Rental Bond Board	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
Safe Work NSW	5	0	4	0	1	0	0	0	0	0	0	0	0	0	0	10	
Service NSW	40	1	15	0	11	1	1	0	0	0	0	0	0	0	0	69	
State Insurance Regulatory Authority	8	0	1	0	0	0	0	0	0	0	0	0	0	0	0	9	
Sydney Harbour Foreshore Authority	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	3	
Subtotal	339	13	97	0	97	19	5	14	0	0	0	1	0	0	0	585	
Department of Family and Community Services																	
Aboriginal Housing Office	2	0	0	0	3	0	0	0	0	0	0	0	0	0	0	5	
Ageing, Disability and Home Care	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Department of Family and Community Services	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	
Housing NSW	110	2	30	0	65	8	1	8	0	0	0	1	0	0	0	225	
Land & Housing Corporation	31	0	6	0	54	7	0	1	0	0	0	0	0	0	0	99	
Multicultural NSW	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	
Registrar of Community Housing	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2	
Subtotal	145	2	38	0	122	15	3	9	0	0	0	1	0	0	0	335	
Department of Justice																	
Anti-Discrimination Board	5	0	1	0	0	1	0	0	0	0	0	0	0	0	0	7	
Attorney General	13	0	2	0	0	0	0	0	0	0	0	0	0	0	0	15	
Australian Museum	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Department of Justice	8	0	2	0	3	0	1	0	0	0	0	0	0	0	0	14	
Fire and Rescue NSW	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	
Independent Liquor and Gaming Authority	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3	
Legal Aid Commission of New South Wales	15	1	5	0	3	2	0	0	0	0	0	0	0	0	0	26	
Liquor and Gaming NSW	5	0	0	0	1	0	2	0	0	0	0	0	0	0	0	8	
Ministry for Police & Emergency Services	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	

Agency	Assessment only	Preliminary or informal investigation										Formal investigation					Total
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
NSW Trustee and Guardian	64	0	12	0	13	4	0	1	0	0	0	0	0	0	0	94	
Registry of Births, Deaths and Marriages	15	0	8	0	5	2	0	0	0	0	0	0	0	0	0	30	
Rural Fire Service NSW	3	0	0	0	2	1	0	0	0	0	0	0	0	0	0	6	
Sheriffs Office	4	0	1	0	0	0	0	2	0	0	0	0	0	0	0	7	
State Emergency Service	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	
Sydney Opera House	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Victims Services	3	0	1	0	1	0	0	0	0	0	0	0	0	0	0	5	
Subtotal	141	1	32	0	29	10	4	3	0	1	0	0	0	0	0	221	
Department of Education																	
Board of Studies, Teaching and Educational Standards	1	0	3	0	2	0	0	0	0	0	0	0	0	0	0	6	
Department of Education	36	0	12	0	4	1	2	0	0	0	0	0	0	0	0	55	
NSW Public School Regions	53	2	30	0	6	7	1	4	1	0	0	0	0	0	0	104	
Office of Communities	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	3	
Office of Education	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	3	
Subtotal	91	2	46	0	15	8	4	4	1	0	0	0	0	0	0	171	
Department of Industry, Skills and Regional Development																	
Ausgrid	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	
Department of Industry, Skills and Regional Development	4	0	3	0	0	0	0	2	0	2	0	0	0	0	0	11	
Endeavour Energy	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
Essential Energy	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
NSW Local Land Services	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
Primary Industries	14	1	10	0	1	0	0	1	0	1	0	0	0	0	0	28	
State Training Services	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
Sydney Water Corporation	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	
TAFE NSW	42	0	8	0	10	3	0	0	0	0	0	0	0	0	0	63	
Transgrid	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
Water NSW	3	0	0	0	1	0	0	0	0	0	0	0	0	0	0	4	
Subtotal	97	1	21	0	13	3	0	4	0	3	0	0	0	0	0	142	
Department of Planning and Environment																	
Department of Planning and Environment	7	0	5	0	0	0	1	0	0	0	0	0	0	0	0	13	
Environment Protection Authority	4	0	4	0	0	1	0	0	0	0	0	0	0	0	0	9	
Office of Environment and Heritage	13	0	1	0	2	0	2	0	0	0	0	0	0	0	0	18	
Office of Local Government	3	0	4	0	1	0	0	1	0	0	0	0	0	0	0	9	
UrbanGrowth NSW	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
Subtotal	31	0	14	0	3	1	3	1	0	0	0	0	0	0	0	53	

Agency	Assessment only	Preliminary or informal investigation										Formal investigation					Total
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O		
Department of Premier and Cabinet																	
Centennial Park & Moore Park Trust	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Department of Premier and Cabinet	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
Internal Audit Bureau of NSW	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Office of Sport	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3	
Parramatta Park Trust	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Public Service Commission	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Subtotal	6	0	1	0	0	0	0	1	0	0	0	0	0	0	0	8	
Ministry of Health																	
Ambulance Service of New South Wales	9	0	0	0	2	0	0	0	0	1	0	0	0	0	0	12	
Health Education and Training Institute NSW	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Health Infrastructure	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Health Professional Councils Authority	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	3	
HealthShareNSW	3	0	1	0	2	0	0	0	0	0	0	0	0	0	0	6	
Medical Council of New South Wales	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	3	
Metropolitan NSW Local Health Districts	29	1	1	0	4	0	0	0	0	0	0	0	0	0	0	35	
Ministry of Health	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
Rural and Regional NSW Local Health Districts	16	0	1	0	0	0	0	1	0	0	0	0	0	0	0	18	
Specialty Networks	4	0	0	0	1	0	0	0	0	0	0	0	0	0	0	5	
Subtotal	72	1	5	0	10	0	0	1	0	1	0	0	0	0	0	90	
New South Wales Aboriginal Land Council																	
Awabakal Local Aboriginal Land Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Bodalla Local Aboriginal Land Council	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	
Deerubbin Local Aboriginal Land Council	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	
Dubbo Local Aboriginal Land Council	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	
Metropolitan Local Aboriginal Land Council	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	
New South Wales Aboriginal Land Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Worimi Local Aboriginal Land Council	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
Subtotal	2	0	0	1	4	0	0	0	0	0	0	0	0	0	0	7	

	Assessment only	Preliminary or informal investigation										Formal investigation					Total
Agency	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	Total	
The Treasury																	
Long Service Corporation	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
Subtotal	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
Transport for NSW																	
NSW Trains	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	
Roads and Maritime Services	148	1	69	0	34	10	0	6	0	0	0	0	0	0	0	268	
State Transit Authority of NSW	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	3	
Sydney Trains	17	0	4	0	0	0	0	1	0	0	0	0	0	0	0	22	
Transport for NSW	87	2	12	0	10	7	0	2	0	1	0	0	0	0	0	121	
Subtotal	263	3	85	0	45	17	0	9	0	1	0	0	0	0	0	423	
Universities																	
Charles Sturt University	11	1	10	1	3	1	0	0	0	0	0	0	0	0	0	27	
Macquarie University	4	0	5	0	3	0	0	0	0	0	0	0	0	0	0	12	
Southern Cross University	4	0	3	0	2	1	0	0	0	0	0	0	0	0	0	10	
University of New England	6	0	1	1	2	0	1	0	0	0	0	0	0	0	0	11	
University of New South Wales	12	0	4	0	1	0	0	1	0	0	0	0	0	0	0	18	
University of Newcastle	9	0	4	0	3	0	0	0	0	0	0	0	0	0	0	16	
University of Sydney	21	0	9	0	4	0	0	0	0	0	0	0	0	0	0	34	
University of Technology Sydney	8	0	7	0	2	0	0	1	0	0	0	0	0	0	0	18	
University of Wollongong	7	0	0	1	0	2	1	1	0	0	0	0	0	0	0	12	
UTS Insearch	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2	
Western Sydney University	7	0	6	0	0	1	1	0	0	0	0	0	0	0	0	15	
Subtotal	89	1	49	3	20	5	3	5	0	0	0	0	0	0	0	175	
Independent bodies																	
Director of Public Prosecutions	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Electoral Commission NSW	7	0	1	0	0	0	0	0	0	0	0	0	0	0	0	8	
Health Care Complaints Commission	14	0	4	0	3	0	0	0	0	0	0	0	0	0	0	21	
Housing Appeals Committee	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Independent Commission Against Corruption	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
Independent Pricing and Regulatory Tribunal	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Information and Privacy Commissioner	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	
Mental Health Review Tribunal (& Psychosurgery Review Board)	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
NSW Civil and Administrative Tribunal	26	0	2	0	1	0	0	0	0	0	0	0	0	0	0	29	
Office of the Children's Guardian	13	0	5	0	7	3	0	0	0	0	0	0	0	0	0	28	

Agency	Assessment only	Preliminary or informal investigation										Formal investigation					Total
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O		
Office of the Legal Services Commissioner	7	0	1	0	0	0	0	0	0	0	0	0	0	0	0	8	
Office of the Registrar <i>Aboriginal Land Rights Act 1983</i>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Planning Assessment Commission	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	
Southern Region Joint Regional Planning Panel	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Sydney West Joint Regional Planning Panel	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Workers Compensation Independent Review Office	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	3	
Subtotal	95	0	14	0	12	3	0	0	0	0	0	0	0	0	0	124	
Total	1,371	24	403	4	370	81	22	51	1	6	0	2	0	0	0	2,335	

Custodial services

Figure 70: Action taken on formal complaints about people in custody finalised in 2015–16.

Agency	Assessment only	Preliminary or informal investigation										Formal investigation					Total
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O		
Corrective Services	126	19	152	5	199	21	4	4	0	1	0	1	0	0	0	532	
Justice Health	12	6	58	0	38	5	0	0	0	0	0	0	0	0	0	119	
Juvenile Justice	0	2	16	1	19	0	0	0	0	0	0	0	0	0	0	38	
Total	138	27	226	6	256	26	4	4	0	1	0	1	0	0	0	689	

Note: Refer to key on page 170. Some complaints may involve more than one centre.

Figure 71: Number of formal and informal complaints about Juvenile Justice received in 2015–16

Institution	Formal	Informal	Total
Acmena Juvenile Justice Centre	1	22	23
Cobham Juvenile Justice Centre	11	72	83
Frank Baxter Juvenile Justice Centre	7	15	22
Juniperina Juvenile Justice Centre	8	13	21
Juvenile Justice NSW	3	4	7
Orana Juvenile Justice Centre	6	18	24
Reiby Juvenile Justice Centre	4	15	19
Riverina Juvenile Justice Centre	0	3	3
Total	40	162	202

Figure 72: Number of formal and informal complaints about correctional centres, DCS and GEO received in 2015–16.

Institution	Formal	Informal	Total	Operational capacity	Total complaints as % of operational capacity
Maximum security					
Cessnock Correctional Centre	29	183	212	844	25
Goulburn Correctional Centre	23	149	172	567	30
High Risk Management Correctional Centre	65	145	210	42	500
Lithgow Correctional Centre	26	116	142	414	34
Long Bay Hospital	6	59	65	410	16
Metropolitan Remand Reception Centre	44	293	337	1037	32
Metropolitan Special Programs Centre	22	209	231	1091	21
Parklea Correctional Centre	39	244	283	966	29
Silverwater Women's Correctional Centre	16	165	181	302	60
South Coast Correctional Centre	23	159	182	624	29
Special Purpose Prison Long Bay	1	2	3	51	5
Wellington Correctional Centre	16	158	174	670	26
Medium security					
Bathurst Correctional Centre	8	140	148	622	24
Broken Hill Correctional Centre	3	24	27	82	33
Cooma Correctional Centre	2	19	21	197	11

Institution	Formal	Informal	Total	Operational capacity	Total complaints as % of operational capacity
Dillwynia Correctional Centre	10	69	79	243	32
Grafton Correctional Centre	8	67	75	250	30
John Morony Correctional Centre	15	111	126	396	32
Junee Correctional Centre*	30	191	221	839	22
Kariong Correctional Centre	2	22	24	93	26
Mid North Coast Correctional Centre	17	162	179	542	33
Tamworth Correctional Centre	1	18	19	81	23
Minimum security					
Dawn De Loas Special Purpose Centre	9	76	85	448	19
Emu Plains Correctional Centre	10	61	71	179	40
Glen Innes Correctional Centre	2	6	8	169	5
Ivanhoe 'Warakirri' Correctional Centre	2	1	3	35	8
Kirkconnell Correctional Centre	6	43	49	244	58
Mannus Correctional Centre	2	3	5	159	3
Oberon Correctional Centre	0	4	4	127	3
Outer Metropolitan Multi-Purpose Centre	10	57	67	354	19
St Heliers Correctional Centre	4	24	28	272	10
Yetta Dhinnakkal (Brewarrina) Centre	1	3	4	36	11

*Includes complaints about medical service at Junee which is not provided by Justice Health.

Total	449	2,053	2,502	11,485
Other				
Amber Laurel Correctional Centre	4	2	6	
Balund-a (Tabulam)	0	2	2	
Community Offender Services	19	61	80	
Compulsory Drug Treatment Centre	0	0	0	
Corrective Services Academy	0	1	1	
Corrective Services NSW	87	576	663	
Court Escort/Security Unit	2	6	8	
Justice Health	117	501	618	
Serious Offenders Review Council	1	2	3	
State Parole Authority	4	28	32	
The Forensic Hospital	1	9	10	
Women's transitional centres	1	1	2	
Total	688	4,172	4,860	

Local government

Figure 73: Action taken on formal complaints about local government finalised in 2015–16

In May 2016, 19 new councils were created through amalgamation and boundary adjustments. In 2015–16 we recorded local government complaints against the relevant former councils but, where possible, we have grouped those former councils under the newly created/amalgamated council name. Councils affected by boundary adjustments are shown with an asterisk (*).

Refer to key on page 170.

Council	Assessment only	Preliminary or informal investigation										Formal investigation					Total
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Accredited Certifier	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Albury City Council	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Armidale Regional Council																	
Armidale Dumaresq Council	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Guyra Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Ballina Shire Council	5	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	8
Bathurst Regional Council	3	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	5
Bega Valley Shire Council	8	2	2	0	3	0	0	0	0	0	0	0	0	0	0	0	15
Bellingen Shire Council	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Berrigan Shire Council	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Blacktown City Council	16	2	0	0	0	0	0	2	0	0	0	0	0	0	0	0	20
Bland Shire Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Blue Mountains City Council	11	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	14
Bogan Shire Council	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Botany Bay City Council	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Broken Hill City Council	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Byron Shire Council	8	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	10
Cabonne Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Camden Council	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
Campbelltown City Council	10	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	14
Canterbury-Bankstown Council																	
Bankstown City Council	15	0	2	0	0	0	0	2	0	0	0	0	0	0	0	0	19
Canterbury City Council	12	0	2	0	1	0	0	1	0	0	0	0	0	0	0	0	16
Central Coast Council																	
Gosford City Council	15	1	3	0	0	0	0	3	0	0	0	0	0	0	0	0	22
Wyong Shire Council	19	0	2	0	2	0	0	2	0	0	0	0	0	0	0	0	25
Central Tablelands Water	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Cessnock City Council	5	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	7
City of Canada Bay Council	8	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
City of Parramatta Council																	
Parramatta City Council*	12	1	3	0	2	0	0	1	0	0	0	0	0	0	0	0	19
City of Sydney Council	22	1	7	0	0	0	0	0	0	0	0	0	0	0	0	0	30
Clarence Valley Council	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	5
Coffs Harbour City Council	5	1	2	0	1	0	0	3	0	0	0	0	0	0	0	0	12

Council	Assessment only	Preliminary or informal investigation										Formal investigation					Total
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Coonamble Shire Council	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	
Cowra Shire Council	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
Cumberland Council																	
Auburn Council*	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4	
Holroyd City Council*	5	0	1	0	0	0	0	1	0	0	0	0	0	0	0	7	
Dungog Shire Council	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Edward River Council																	
Deniliquin Council	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	
Conargo Shire Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Eurobodalla Shire Council	11	0	4	0	1	0	0	3	0	0	0	0	0	0	0	19	
Fairfield City Council	12	0	0	0	1	0	0	0	0	0	0	0	0	0	0	13	
Federation Council																	
Corowa Shire Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Urana Shire Council	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
Forbes Shire Council	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
Georges River Council																	
Hurstville City Council	8	1	2	0	0	0	0	0	0	0	0	0	0	0	0	11	
Kogarah City Council	7	0	1	0	0	0	0	0	0	0	0	0	0	0	0	8	
Glen Innes Severn Shire Council	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	3	
Goulburn Mulwaree Council	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3	
Griffith City Council	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	
Gundagai Council																	
Gundagai Shire Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Cootamundra Shire Council	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Gwydir Shire Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Hawkesbury City Council	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	
Hilltops Council																	
Boorowa Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Harden Shire Council	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	
Young Shire Council	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	5	
Hornsby Shire Council*	5	0	4	0	1	0	0	1	0	0	0	0	0	0	0	11	
Hunters Hill Municipal Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Inner West Council																	
Ashfield Municipal Council	8	0	0	0	0	0	0	1	0	0	0	0	0	0	0	9	
Leichhardt Municipal Council	7	1	1	0	1	0	0	0	0	0	0	0	0	0	0	10	
Marrickville Council	21	0	0	0	0	0	1	1	0	0	0	0	0	0	0	23	
Kempsey Shire Council	7	0	1	0	1	0	0	1	0	0	0	0	0	0	0	10	
Kiama Municipal Council	8	0	1	0	0	1	0	0	0	0	0	0	0	0	0	10	
Ku-Ring-Gai Municipal Council	9	0	0	0	1	0	0	0	0	0	0	0	0	0	0	10	
Kyogle Shire Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Lake Macquarie City Council	14	0	4	0	2	0	0	0	0	0	0	0	0	0	0	20	
Lane Cove Municipal Council	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	

Council	Assessment only	Preliminary or informal investigation										Formal investigation					Total
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Lismore City Council	4	0	1	0	1	0	0	1	0	0	0	0	0	0	0	7	
Lithgow City Council	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	
Liverpool City Council	15	0	3	0	1	0	0	1	0	0	0	0	0	0	0	20	
Liverpool Plains Shire Council	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
Maitland City Council	8	1	2	0	0	0	0	0	0	0	0	0	0	0	0	11	
Midcoast Water	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
Mid-Coast Council																	
Gloucester Shire Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Great Lakes Council	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
Greater Taree City Council	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
Mid-Western Regional Council	4	0	1	0	2	0	0	0	0	0	0	0	0	0	0	7	
Mosman Municipal Council	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	4	
Murray River Council																	
Murray Shire Council	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	3	
Wakool Shire Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Murrumbidgee Council																	
Jerilderie Shire Council	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Murrumbidgee Shire Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Nambucca Shire Council	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4	
Narrabri Shire Council	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	
Narrandera Shire Council	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
Narromine Shire Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Newcastle City Council	14	1	3	0	1	0	0	0	0	0	0	0	0	0	0	19	
North Sydney Council	7	1	3	0	0	1	1	0	0	0	0	0	0	0	0	13	
Northern Beaches Council																	
Manly Council	9	0	1	0	0	0	0	0	0	0	0	0	0	0	0	10	
Pittwater Council	9	0	2	0	0	0	0	0	0	0	0	0	0	0	0	11	
Warringah Council	19	0	0	0	0	1	0	1	0	0	0	0	0	0	0	21	
Oberon Shire Council	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
Orange City Council	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	3	
Penrith City Council	7	0	0	0	0	0	0	1	0	0	0	0	0	0	0	8	
Port Macquarie-Hastings Council	8	0	1	0	2	0	0	0	0	0	0	0	0	0	0	11	
Port Stephens Council	9	0	1	0	0	0	0	1	0	0	0	0	0	0	0	11	
Queanbeyan-Palerang Regional Council																	
Queanbeyan City Council	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Palerang Council	3	0	0	0	1	0	0	0	0	0	0	0	0	0	0	4	
Randwick City Council	14	0	2	0	0	0	0	0	0	0	0	0	0	0	0	16	
Richmond Valley Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Riverina Water County Council	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
Rockdale City Council	7	0	3	0	1	0	0	1	0	0	0	0	0	0	0	12	
Ryde City Council	13	1	3	0	1	0	0	0	0	0	0	0	0	0	0	18	
Shellharbour City Council	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	

Council	Assessment only	Preliminary or informal investigation										Formal investigation					Total
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Shoalhaven City Council	14	0	3	0	1	0	0	2	0	0	0	0	0	0	0	20	
Singleton Shire Council	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2		
Snowy Monaro Regional Council																	
Snowy River Shire Council	3	0	0	1	1	0	0	0	0	0	0	0	0	0	5		
Bombala Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
Cooma-Monaro Shire Council	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2		
Snowy Valleys Council																	
Tumbarumba Shire Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
Tumut Shire Council	2	0	0	0	0	0	0	1	0	0	0	0	0	0	3		
Strathfield Municipal Council	3	0	0	0	0	0	0	0	0	0	0	0	0	0	3		
Sutherland Shire Council	19	1	5	0	0	0	0	0	0	0	0	0	0	0	25		
Tamworth Regional Council	7	0	0	0	0	0	0	0	0	0	0	0	0	0	7		
Temora Shire Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
Tenterfield Shire Council	3	0	1	0	0	0	0	0	0	0	0	0	0	0	4		
The Hills Shire Council*	4	0	1	0	0	0	1	1	0	0	0	0	0	0	7		
Tweed Shire Council	12	0	1	0	0	0	0	0	0	0	0	0	0	0	13		
Upper Lachlan Shire Council	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2		
Uralla Shire Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
Wagga Wagga City Council	3	0	1	0	0	0	0	1	0	0	0	0	0	0	5		
Walgett Shire Council	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2		
Warrumbungle Shire Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
Waverley Council	6	1	0	0	0	0	1	0	0	0	0	0	0	0	8		
Weddin Shire Council	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
Western Plains Regional Council																	
Dubbo City Council	2	0	1	0	0	0	0	0	0	0	0	0	0	0	3		
Wellington Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Willoughby City Council	4	0	0	0	0	0	0	0	0	0	0	0	0	0	4		
Wingecarribee Shire Council	13	0	1	0	0	0	0	1	0	0	0	0	0	0	15		
Wollondilly Shire Council	9	0	4	0	0	0	0	0	0	0	0	0	0	0	13		
Wollongong City Council	18	0	5	0	2	0	0	1	0	0	0	0	0	0	26		
Woolahra Municipal Council	7	0	0	0	0	0	0	1	0	0	0	0	0	0	8		
Yass Valley Council	3	0	0	0	0	0	0	0	0	0	0	0	0	0	3		
Unidentified council	3	0	0	0	0	0	0	0	0	0	0	0	0	0	3		
Total	705	20	120	1	38	3	5	44	0	0	0	0	0	0	936		

Appendix C

Human services

Child and family services

Figure 74: Issues in complaints about child and family services received in 2015–16

Program area	Adoption		Child protection		Children's services		Family support		General inquiry		Out-of-home care		Total
	Formal	Informal	Formal	Informal	Formal	Informal	Formal	Informal	Formal	Informal	Formal	Informal	
Access to service	0	0	1	1	0	0	0	0	0	0	2	1	5
Adult person with disability – abuse/neglect in community (home)	0	0	1	0	0	0	0	0	0	0	0	0	1
Allowances/fees	1	1	0	3	0	0	0	0	0	0	18	18	41
Case management	1	0	11	12	0	0	1	4	0	2	40	28	99
Case planning	0	0	0	0	0	0	0	0	0	0	3	4	7
Casework	0	0	61	88	0	0	0	1	0	1	37	65	253
Charges/fees	0	0	0	1	0	0	0	0	0	0	0	3	4
Client choice, dignity, participation	0	0	0	0	0	0	0	0	0	0	0	1	1
Client finances & property	0	0	0	0	0	0	0	0	0	0	1	1	2
Client rights	0	0	0	3	0	0	0	0	0	0	3	6	12
Client to client abuse/assault	0	0	0	1	0	0	0	0	0	0	5	3	9
Complaints	0	0	15	22	0	0	0	3	0	3	24	42	109
Customer service	0	0	6	25	0	0	0	8	0	4	15	43	101
File/record management	0	0	0	0	0	0	0	0	0	0	0	1	1
Information	0	0	6	11	0	0	0	3	0	2	17	26	65
Investigation	0	0	22	10	0	0	0	0	0	0	5	9	46
Legal problems	0	0	0	5	0	0	0	1	0	0	0	3	9
Meeting individual needs	0	0	10	26	0	0	1	2	0	0	57	82	178
Not applicable	0	1	0	9	0	0	0	0	0	1	0	7	18
Not in jurisdiction	0	0	2	18	0	0	1	0	0	0	1	6	28
Object to decision	0	0	10	37	0	0	1	0	0	0	20	59	127
Policy/procedure/law	0	0	0	0	0	0	1	0	0	0	1	2	4
Professional conduct/misconduct	0	0	3	5	0	0	3	0	0	0	8	15	34
Safety	0	0	0	0	0	0	0	0	0	0	1	1	2
Service funding, licensing, monitoring	0	0	0	1	0	0	0	0	0	0	0	0	1
Service management	0	0	0	0	0	0	0	0	0	0	4	5	9
Staff to client abuse/neglect	0	0	0	0	0	0	0	0	0	0	1	1	2
Unexplained serious injury of service receiver	0	0	0	1	0	0	0	0	0	0	0	0	1
Total	2	2	148	279	0	0	8	22	0	13	263	432	1,169

Description

The following key is used throughout Appendix C, for figures 75, 77, and 83.

- A** Complaints declined at outset
- B** Service improvement comments or suggestions to agency
- C** Referred to agency concerned or other body for investigation
- D** Direct investigation
- E** Complaints resolved after inquiries
- F** Complaints resolved by agency prior to contact
- G** Complaints consolidated into another complaint
- H** Complaints referred to agency for local resolution
- I** Complaints conciliated/mediated

Figure 75: Formal complaints finalised for child and family services in 2015–16

Program area	A	B	C	D	E	F	G	H	I	Total
Adoption	2	0	0	0	2	0	0	0	0	4
Child protection services	55	2	0	6	62	35	2	0	0	162
Children's services	0	0	0	0	0	0	0	0	0	0
Family support services	4	0	0	0	3	3	0	0	0	10
Out-of-home care	92	2	1	0	86	56	5	6	0	248
Total	153	4	1	6	153	94	7	6	0	424

Figure 76: Notifications finalised in 2015–16: breakdown by allegation and gender of alleged offender

Issue	Female	Male	Unknown	Total
Ill treatment	89	40	1	130
Neglect	170	73	3	246
Not in our jurisdiction	53	21	2	76
Physical assault	230	177	2	409
Psychological harm	6	10	0	16
Reportable conviction	1	0	0	1
Sexual misconduct	67	238	0	305
Sexual offence	10	80	0	90
Total notifications closed	626	639	8	1,273

Child Death Review Team members 2015–16

Statutory members

Professor John McMillan AO

Convenor

Acting NSW Ombudsman

Mr Steve Kinmond

Community and Disability Services Commissioner

Deputy Ombudsman

Mr Andrew Johnson

NSW Advocate for Children and Young People

Agency representatives

Ms Kate Alexander

Executive Director, Office of the Senior Practitioner

Department of Family and Community Services

Ms Robyn Bale

Director, Student Engagement and Interagency Partnerships

Department of Education

Ms Clare Donnellan (from June 2016)

District Director, South Western Sydney

Department of Family and Community Services

Ms Christine Callaghan (to April 2016)

District Director, Nepean Blue Mountains

Department of Family and Community Services

Ms Jane Gladman

Coordinator of the Coronial Information and Support Program

Office of the NSW State Coroner

Associate Professor Elisabeth Murphy (from June 2016)

Senior Clinical Adviser, Child and Family Health

Department of Health

Mr Marcel Savary (to May 2016)

Courts Policy Manager

Department of Attorney General and Justice

Professor Les White (to July 2016)

NSW Chief Paediatrician

NSW Health

Detective Superintendent Michael Willing

Commander Homicide

NSW Police Force

Aboriginal representatives

Professor Ngiare Brown

Executive Manager, Research

National Aboriginal Community Controlled Health Organisation

Professor Kathleen Clapham (from June 2016)

Australian Health Services Research Institute

University of Wollongong

Independent members

Dr Susan Adams

Director, Division of Surgery and Senior Staff Specialist

Paediatric General Surgeon, Sydney Children's Hospital

Dr Susan Arbuckle

Paediatric/perinatal pathologist

The Children's Hospital at Westmead

Dr Luciano Dalla-Pozza

Head of Department and Senior Staff Specialist (Oncology)

Children's Hospital at Westmead

Dr Jonathan Gillis

Deputy Convenor

Paediatrician

Dr Bronwyn Gould

General Practitioner

Professor Philip Hazell

Director Child and Adolescent Mental Health Services,

Sydney Local Health District

Conjoint Professor of Child and Adolescent Psychiatry,

Sydney Medical School

Professor Heather Jeffery

International Maternal and Child Health

University of Sydney/Royal Prince Alfred Hospital

Professor Ilan Katz

Director, Social Policy Research Centre

University of NSW

Dr Helen Somerville

Visiting Medical Officer, Department of Gastroenterology

Children's Hospital at Westmead

Disability services

Figure 77: Formal complaints finalised about disability services in 2015–16

Program area	A	B	C	D	E	F	G	H	I	Total
Disability accommodation services	19	12	0	0	81	24	12	5	1	154
Disability support services	37	3	1	3	73	27	12	2	0	158
Total	56	15	1	3	154	51	24	7	1	312

Refer to key on page 183.

Figure 78: Issues in complaints about disability services received in 2015–2016

A complaint may have more than one issue.

Program area	Disability accommodation		Disability support		General inquiry	Total
	Formal	Informal	Formal	Informal	Informal	
Access to service	3	0	12	7	0	22
Adult person with disability – abuse/neglect in community (home)	4	3	32	8	0	47
Allowances/fees	0	0	10	4	0	14
Case management	6	4	9	7	0	26
Casework	2	0	3	4	0	9
Charges/fees	0	1	0	0	0	1
Client choice, dignity, participation	2	3	3	1	0	9
Client finances & property	1	2	1	3	0	7
Client rights	9	3	2	5	0	19
Client to client abuse/assault	16	4	4	3	0	27
Complaints	5	5	8	13	0	31
Customer service	5	4	9	19	0	37
File/record management	0	1	0	0	0	1
Information	6	7	2	3	0	18
Investigation	2	0	2	3	0	7
Legal problems	0	0	1	0	0	1
Meeting individual needs	49	16	30	21	0	116
Not applicable	1	7	4	17	0	29
Not in jurisdiction	3	5	9	17	1	35
Object to decision	0	3	3	11	0	17
Policy/procedure/law	1	0	1	0	0	2
Professional conduct/misconduct	13	7	5	1	0	26
Safety	7	1	7	1	0	16
Service funding, licensing, monitoring	2	0	5	2	0	9
Service management	5	5	8	2	0	20
Staff to client abuse/neglect	15	13	9	1	0	38
Unexplained serious injury of service receiver	5	2	1	0	0	8
Total	162	96	180	153	1	592

Disability reportable incidents

Figure 79: Formal complaints and notifications received in 2015–16 (by FACS/non-government agency)

Primary agency	Employee to client	Client to client	Unexplained serious injury	Breach of AVO	Complaint	Total
FACS	116	86	80	0	21	303
Non-government agency	194	174	33	3	25	429
Total	310	260	113	3	46	732

Figure 80: Notifications received in 2015–16 (by primary issue, FACS/non-government)

Issue	FACS	Non-government agency	Total
Employee to client			
Physical assault	37	71	108
Ill-treatment	23	44	67
Neglect	38	18	56
Sexual offence	7	9	16
Sexual misconduct	4	9	13
Fraud	2	5	7
Reportable conviction	1	0	1
Not in jurisdiction	4	38	42
Subtotal	116	194	310
Client to client			
Pattern of abuse	55	84	139
Sexual offence	16	35	51
Assault causing serious injury	8	40	48
Assault involving the use of a weapon	7	8	15
Not in jurisdiction	0	7	7
Subtotal	86	174	260
Unexplained serious injury			
Unexplained serious injury	77	30	107
Not in jurisdiction	3	3	6
Subtotal	80	33	113
Breach of AVO			
Breach of AVO	0	3	3
Subtotal	0	3	3
Total	303	429	732

Other community services

Figure 81: Number of formal and informal matters about other community services received in 2015–16

Some complaints about supported accommodation and general community services may involve complaints about child and family and disability services.

Agency category	Formal	Informal
FACS - Community Services		
Specialist Homelessness Services (SHS)	0	0
General community services	2	4
Aged services	0	0
Disaster welfare services	0	0
Other	3	24
Subtotal	5	28
FACS - ADHC		
Specialist Homelessness Services (SHS)	0	0
General community services	1	1
Aged services	2	1
Disaster welfare services	0	0
Other	5	8
Subtotal	8	10
Other government agencies		
Specialist Homelessness Services (SHS)	0	0
General community services	0	5
Aged services	2	3
Disaster welfare services	0	0
Other	9	11
Subtotal	11	19
Non-government-funded or licensed services		
Specialist Homelessness Services (SHS)	7	3
General community services	2	8
Aged services	2	5
Disaster welfare services	0	0
Other	8	21
Subtotal	19	37
General Inquiries		
Aged services	0	1
Other	0	5
Subtotal	0	6
Other (general inquiries)	4	31
Agency unknown	7	71
Not in our jurisdiction	12	31
Subtotal	23	133
Total	66	233

Figure 82: Complaints issues for other community services received in 2015–16

Issue	Formal	Informal	Total
Access to service	2	5	7
Adult person with disability – abuse/neglect in community (home)	3	1	4
Allowances/fees	1	0	1
Case management	0	1	1
Casework	1	3	4
Charges/fees	1	2	3
Client choice, dignity, participation	0	2	2
Client rights	0	1	1
Client to client abuse/assault	3	2	5
Complaints	4	19	23
Customer service	5	8	13
Information	5	5	10
Investigation	1	0	1
Legal problems	1	1	2
Meeting individual needs	5	5	10
Not applicable	1	84	85
Not in jurisdiction	24	68	92
Object to decision	2	11	13
Policy/procedure/law	1	2	3
Professional conduct/misconduct	4	5	9
Safety	0	2	2
Service funding, licensing, monitoring	1	1	2
Service management	0	2	2
Staff to client abuse/neglect	1	3	4
Total	66	233	299

Figure 83: Formal complaints finalised for other community services in 2015-16

Program area	A	B	C	D	E	F	G	H	I	Total
Specialist Homelessness Services (SHS)	4	1	0	0	0	0	0	0	0	5
General community services	1	0	0	0	2	1	0	0	0	4
Aged services	8	0	0	0	2	0	0	0	0	10
Disaster welfare	0	0	0	0	0	0	0	0	0	0
Other	32	0	0	0	5	5	0	0	0	42
General inquiries	3	0	0	0	0	1	0	0	0	4
Total	48	1	0	0	9	7	0	0	0	65

Refer to key on page 183.

Appendix D

Legislation and legal matters

Legislation relating to Ombudsman functions:

Ombudsman Act 1974

Child Protection (Working with Children) Act 2012

Children and Young Persons (Care and Protection) Act 1998

Community Services (Complaints, Reviews and Monitoring) Act 1993

Crimes Act 1900

Crimes (Criminal Organisations Control) Act 2012

Firearms Act 1996

Government Information (Public Access) Act 2009

Government Information (Information Commissioner) Act 2009

Inspector of Custodial Services Act 2012

Law Enforcement (Controlled Operations) Act 1997

Law Enforcement (Powers and Responsibilities) Act 2002

Police Act 1990

Public Interest Disclosures Act 1994

Restricted Premises Act 1943

Summary Offences Act 1988

Surveillance Devices Act 2007

Telecommunications (Interception and Access) (New South Wales) Act 1987

Terrorism (Police Powers) Act 2002

Witness Protection Act 1995

The Ombudsman also has functions under legislation establishing the following universities:

Charles Sturt University

Macquarie University

Southern Cross University

University of Technology Sydney

University of New England

University of New South Wales

University of Newcastle

University of Sydney

University of Western Sydney

University of Wollongong

Legal changes

Amendments to the *Ombudsman Act 1974*

Disclosure of investigation information by the Ombudsman

Two new sections were inserted into the Ombudsman Act permitting the disclosure of information about investigations into reportable allegations under Part 3A (Child protection) and Part 3C (Protection of people with disability).

Section 25GA permits the Ombudsman or a designated agency to provide information about the progress or findings of a Part 3A investigation, and any action taken in response to those findings, to:

- the child allegedly the subject of the reportable allegation,
- the parents of that child, or
- any authorised carer providing the child with out-of-home care.

Section 25WA permits the Ombudsman, the Secretary of FACS or head of a funded provider to give information about the progress or findings of a Part 3C investigation, and any action taken in response to those findings, to:

- the person allegedly the subject of the reportable allegation,
- any person nominated by that person to receive the information, or
- if the person allegedly the subject of the allegation does not have the capacity to understand the information or to nominate a person to receive it, another prescribed person.

Extension of Part 3A to adults residing with authorised carers

Amendments to the Ombudsman Act have extended the scope of Part 3A by the introduction of s 25AAA. This section provides that an adult residing, for three weeks or more, on the same property as an authorised carer for children or young persons in their private capacity, will be taken to be an employee of the agency that authorised the carer. This extends the child protection provisions in Part 3A to adults residing on the same property as authorised carers.

Amendments to the *Community Services (Complaints, Reviews and Monitoring) Act 1993*

Child death review team – reports

Amendments to the Community Services (Complaints, Reviews and Monitoring) Act (s 34G) have changed the reporting schedule for the Child Death Review Team. The changes will bring the CDRT reporting base into line with the Ombudsman's reporting base for reviewable child deaths.

Under the previous schedule, the CDRT reported annually (by the end of October) on deaths registered in the previous calendar year. In future, the team will report biennially (as soon as practicable) on deaths occurring in the preceding two calendar years.

The CDRT's final annual report of child deaths will be tabled in 2016, covering deaths occurring in 2015. Its first biennial report of child deaths will be tabled in 2018 (covering deaths occurring in 2016 and 2017).

Amendments to the Children and Young Persons (Care and Protection) Regulation

Exchange of information and coordination of services between agencies

Amendments to the Children and Young Persons (Care and Protection) Regulation expanded the number of 'prescribed bodies' for the purposes of Chapter 16A of the *Children and Young Persons (Care and Protection) Act 1998*. 'Prescribed bodies' may, in certain circumstances, provide information to another prescribed body that relates to the safety, welfare or wellbeing of a child or young person or class of children or young persons.

The amendment adds to the current list of 'prescribed person', the following categories: nurses, registered medical practitioners, registered midwives, registered psychologists, persons registered under the Health Practitioner Regulation National Law to practise as occupational therapists (other than as students), and speech pathologists eligible for membership of Speech Pathology Australia.

Litigation

The Ombudsman has not been a party to any litigation in the reporting year.

No significant judicial decisions were made during the reporting period that affect the NSW Ombudsman or users of its service.

Appendix E

Compliance with annual reporting requirements

The *Annual Reports (Departments) Act 1985*, the Annual Reports (Departments) Regulation 2010, various Treasury circulars and the *Ombudsman Act 1974* require us to include certain information in this report. The table below lists the required information and where it is located in this report.

Requirement	Comment/location
Letter of submission	See front section of the report.
Application for extension of time	We did not request an extension of time to table this report.
Charter - manner in which and purpose for which agency was established - principal legislation administered within department	Pages 5-6
Aims and objectives	Pages 5-6
Access to our office/services	Back page
Management and structure	Pages 2-5
Summary review of operations	Pages 23-31
Funds granted to non-government community organisations	No funds granted
Legal change	Appendix D
Economic or other factors	Pages 31
Management and activities	This report details our activities in the reporting period. Specific comments can be found in the 'Managing our organisation' chapter.
Research and development	Page 33
Human resources	Pages 34-37
Consultants	Page 138
Workforce diversity	Page 35-37
Disability Inclusion Action Plans	Page 9
Land disposal	We did not dispose of any land.
Promotion – overseas visits	Page 13
Consumer response	Page 17
Payment of accounts	Pages 138-139
Time for payment of accounts	Pages 138-139 We did not have to pay any interest due to late payments.
Risk management and insurance activities	Page 20
Internal audit and risk management police attestation	Page 21
Disclosure of controlled entities	We do not have any controlled entities.
Disclosure of subsidiaries	We do not have any subsidiaries.
Multicultural policies and services program	Appendix G
Agreements with Multicultural NSW	We do not have any agreements.
Work health and safety	Pages 37-38
Financial statements	Pages 137-162

Requirement	Comment/location
Identification of audited financial statements	Pages 140 and 162
Unaudited financial statements to be distinguished by note	We do not have any unaudited financial statements
Statement of action taken to comply with the <i>Privacy and Personal Information Protection Act 1998</i> (PPIPA)	We have a privacy management plan as required by s 33(3) of PPIPA, which includes our obligations under the <i>Health Records and Information Privacy Act 2002</i> . We received no requests for review under PPIPA during the reporting period.
After balance date events having a significant effect in succeeding year on: - financial operations - other operations - clientele/community served	Not applicable
External costs (such as fees for consultants and printing costs) incurred in the production of the report)	\$11,217.65
Exemptions from the reporting provisions	As a small department, the Ombudsman is exempted from the requirement to report annually, and may instead report each three years, on the following matters: - workforce diversity - disability inclusion action plans - multicultural policies and service program - work health and safety. However, we have chosen to include those matters in this report.
Numbers and remuneration of senior executives	Page 21
Digital information security policy attestation	Page 22
Public interest disclosures	Page 19
Requirements arising from employment arrangements	We do not provide personnel services to any statutory body.
Public availability of annual reports	Available on the Ombudsman website www.ombo.nsw.gov.au
Complaints referred to the Ombudsman	33 matters were referred to us by other agencies: 7 complaints were referred under s 42 of the Ombudsman Act 24 complaints and 2 inquiries were referred under Div 4, Pt 8A of the <i>Police Act 1990</i> .

Appendix F

NSW Ombudsman GIPA report

This is the Ombudsman's report for 2015–16, as required by s 125 of the *Government Information (Public Access) Act 2009* (GIPA Act) and clause 7 of the Government Information (Public Access) Regulation 2009 (GIPA Regulation).

The secrecy provisions of the *Ombudsman Act 1974* limit the information we can make publicly available. Information about our complaint handling, investigative and reporting functions is excluded information under Schedule 2 of the GIPA Act. Nevertheless, we still try to make as much information as possible publicly available.

This year we continued to make a range of information available on our website – including special reports to Parliament, guidelines and submissions. Appendix H lists the publications we issued in the reporting period.

Review of the Ombudsman's proactive release program

Each agency must review its program for releasing government information at least once every 12 months to identify the kinds of government information it holds that can be made publicly available, without imposing unreasonable additional costs on the agency (s 7(3) of the GIPA Act). Details of that review and the information made available as a result of it must be included in the agency's annual report (cl 7(a) of the GIPA Regulation).

Our program for proactively releasing information involves reviewing our information holdings. This includes reviewing any informal requests for information we receive where the information is given to the person making the request. Our right to information officers, along with other staff, identify any other information that can be made available on our website.

During the reporting period we started to use twitter as another way to engage with stakeholders – such as members of the public, community groups, professionals, government and non-government agencies. Our twitter account (@NSWOmbo) has 390 followers. We have tweeted about the release of our annual reports, media appearances, reports tabled in Parliament, the training we offer, and our involvement in community events. Our twitter terms of use are published on our website.

In 2015–16 we launched our new newsletter *Disability e-News Update*, which provides information about our work in the disability area. We published three issues during the year, with updates about the Official Community Visitors and Disability Reportable Incidents schemes and our community education and training offerings. The newsletter is distributed to a subscriber mailing list and made available on our website. Subscription is open to anyone via our website. We currently have 519 subscribers.

We produce the *PID e-news* as part of our role under the *Public Interest Disclosures Act 1994* to promote public awareness and understanding of the Act. In 2015–16, we distributed four issues to subscribers. *PID e-news* provides updates about changes to legislation and regulations,

training sessions, events, publications, guidance material and educational resources. It has 1,037 subscribers with subscription available to anyone via email to pid@ombo.nsw.gov.au.

One of the most effective ways of sharing information about our work is the latest news section of our website. Up-to-date information is provided about training sessions we have conducted, presentations, visits to rural and regional centres as well as visits from delegations to our office and other information that may be of public interest.

A range of fact sheets and policies are available on our website. The fact sheets feature topics such as Operation Prospect, the Ombudsman and the NDIS, and our complaint assessment criteria for complaints about government agencies. Key policies available include our statement of corporate purpose, code of conduct and our updated conflict of interests policy.

During 2015–16, we continued to review our interagency agreements to determine their suitability for release. We entered into one new agreement – a revised memorandum of understanding with the Office of Local Government – which we made publicly available on our website.

No changes have been made to our register of government contracts as we did not enter into any contracts with the private sector valued at over \$150,000.

GIPA access applications

Clauses 7(b) to (d) of the GIPA Regulation require an agency to report certain information each year about access applications received under the GIPA Act.

We received no formal access applications during the reporting year. This includes withdrawn applications but not invalid ones.

Statistical information about access applications

Figure 84: Number of applications by type of applicant and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

Figure 85: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

Figure 86: Invalid applications

Reason for invalidity	No. of applications
Application does not comply with formal requirements (s 41 of the GIPA Act)	0
Application is for excluded information of the agency (s 43 of the GIPA Act)	17
Application contravenes restraint order (s 110 of the GIPA Act)	0
Total number of invalid applications received	17
Invalid applications that subsequently became valid applications	0

Figure 87: Timeliness

	No. of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	0

Figure 88: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the GIPA Act (valid applications only)

	No. of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

Figure 89: Other public interest considerations against disclosure: matters listed in table to s 14 of the GIPA Act

	No. of times consideration used
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0
Total	0

Figure 90: Applications transferred to other agencies.

	No. of applications transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0
Total	0

Figure 91: Number of applications reviewed under Part 5 of the GIPA Act (by type of review and outcome)

	Decision varied	Decision upheld	Total	% of Total
Internal review	0	1	1	50
Review by Information Commissioner*	0	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0	0
Review by NCAT	0	1	1	50
Total	0	2	2	
% of Total	0	100		

*The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Figure 92: Applications for review under Part 5 of the GIPA Act (by type of applicant)

	No. of applications for review	% of Total
Applications by access applicants	2	100
Applications by persons to whom information the subject of access application relates (see s 54 of the GIPA Act)	0	0
Total	2	

Appendix G

Access and equity programs

Multicultural action plan (MAP)

Planned outcome	Strategies	Progress report for 2015–16
• Key priority area: Planning and evaluation		
Integrate multicultural policy goals into our corporate and business planning and review mechanisms.	Conduct a comprehensive review of our MAP to ensure that our plan reflects current legislation and policies concerning migrants and humanitarian entrants, and that our office is accessible to culturally, linguistically and religiously diverse people.	<ul style="list-style-type: none"> • Our MAP 2015-19 reflects changes in relevant legislation and government policies, and is outcome focused – with strategies and actions to ensure our services are accessible and appropriate for culturally, linguistically and religiously diverse people.
	Ensure that our MAP strategies are reflected in or linked to business plans.	<ul style="list-style-type: none"> • Strategies to address issues relevant to culturally, linguistically and religiously diverse people are linked to our corporate plan and relevant business plans. • The senior officers group receives reports on the implementation of our MAP.
	Gather and analyse information about issues affecting culturally, linguistically and religiously diverse people and use this to inform business planning processes.	<ul style="list-style-type: none"> • We use statistical information obtained from our contacts with clients – such as the use of our interpreters and translators register – and the results of our periodic customer satisfaction audits to inform our MAP and business planning processes.
Policy development and service delivery is informed by our expertise, client feedback and complaints, and participation on advisory boards, significant committees and consultations.	Establish a cross-office MAP advisory committee to ensure that all business areas participate in the multicultural planning process.	<ul style="list-style-type: none"> • Our MAP advisory committee, headed by the Assistant Ombudsman (Corporate) and represented by all branches and divisions, met regularly to provide advice and support and to monitor the implementation of our MAP. This committee is the main internal advisory and consultative forum for our MAP review process.
	Consult regularly with key multicultural groups to identify gaps in our awareness strategies and service delivery and ensure that issues identified are reflected in our planning process.	<ul style="list-style-type: none"> • We liaised with key multicultural groups to promote our services to people from culturally, linguistically and religiously diverse backgrounds, and to identify gaps in our awareness strategies and service delivery.
	Take all reasonable steps to encourage culturally, linguistically and religiously diverse people to participate in relevant committees, roundtable discussions and public forums.	<ul style="list-style-type: none"> • We held regular disability roundtables to consult with key disability organisations, including the Multicultural Disability Advocacy Association, on a range of issues relevant to people with disability, including those from a culturally, linguistically and religiously diverse background.
• Key priority area: Capacity building and resourcing		
Senior management actively promote and are accountable for the implementation of the principles of multiculturalism within the office and wider community.	MAP endorsed and promoted to staff by Ombudsman.	<ul style="list-style-type: none"> • Our MAP was approved by the Ombudsman and is office policy. It is available to all staff.
	Ensure that our MAP assigns clear responsibilities to key staff and division management for its implementation. Review staff performance agreements to ensure accountabilities for multicultural affairs are clearly assigned.	<ul style="list-style-type: none"> • The Assistant Ombudsman (Corporate) is the lead officer for our MAP and holds overall responsibility for developing and implementing our plan. • Our MAP assigns responsibilities to relevant staff. • We reported on the implementation of MAP strategies to our senior officers group quarterly.
Our capacity is enhanced by the employment and training of people with linguistic and cultural expertise.	Use the Community Language Allowance Scheme (CLAS), monitor implementation, and develop a register of staff who have bilingual skills as well as cultural and community knowledge.	<ul style="list-style-type: none"> • We actively promoted and used the CLAS within our office. • Five of our staff received the CLAS allowance and collectively they provided language assistance in six community languages. • We kept a central record when language assistance was provided, and this information helped to inform our planning process.
	Provide cross-cultural awareness and cultural competence training to our staff.	<ul style="list-style-type: none"> • We continued our cross-cultural awareness and competence training program as part of our formal induction training for all new staff.

Planned outcome	Strategies	Progress report for 2015–16
• Key priority area: Program and services		
Identify barriers to access to our services for culturally, linguistically and religiously diverse people, and develop programs and services to address issues identified.	Review our guidelines on the use of interpreters and translators and provide training to all staff.	<ul style="list-style-type: none"> We have up-to-date procedures in place for using translation and interpreting services. All frontline inquiry staff are trained to use interpretation and translation services.
	Ensure that our budget for interpreter services and interpreter use is monitored and reviewed.	<ul style="list-style-type: none"> We allocated funds for providing interpretation and translation services. We kept a register of our use of interpretation and translation services to inform our decision making in developing community language information. We provided language assistance to our clients on 126 occasions in 19 community languages.
Use a range of communication formats and channels to inform culturally, linguistically and religiously diverse people about our programs, services and activities.	Review our information in community languages and develop accessible and appropriate material in a range of formats (written, audio, online) to meet the specific needs of culturally, linguistically and religiously diverse people following consultation with key community organisations.	<ul style="list-style-type: none"> Our multilingual brochure provides key information about our services in 26 community languages. Our fact sheet 'Making a complaint to the Ombudsman' is available in 46 community languages. Everything we produce in community languages is checked by community 'readers' for language and cultural appropriateness. We have developed easy English information material to explain our role in community services, the NDIS, and complaint handling for people whose first language is not English.
	Explore and recommend where appropriate the use of a range of technology in targeted community languages to facilitate communication with culturally, linguistically and religiously diverse people and improve access to our services.	<ul style="list-style-type: none"> Our community language information is in accessible PDF format and available to download on our website.
	Develop initiatives to raise awareness of, and celebrate the contribution of, culturally, linguistically and religiously diverse people.	<ul style="list-style-type: none"> We distributed information and spoke to community members at community events including the community services expo in Parramatta, anti-poverty forum in Newcastle, Mardi Gras Fair Day and the Seniors Day at the Sydney Royal Easter Show. We promoted our office and services to community workers through multicultural worker networks such as the Mount Druitt Ethnic Communities Agency (MECA) and SydWest Multicultural Services.

Compliance with the NSW Carers (Recognition) Act 2010



Strategies	Progress report for 2015–16
Educational strategies.	<ul style="list-style-type: none"> Our carers recognition policy has been promoted to all staff and is available on our website. We provided information about the Carers (Recognition) Act and the NSW Carers Charter to staff via email and promotional material in our office. We participated in community events such as Carers Day Out to promote the rights of people with disability and their carers and increase awareness about how to make a complaint.
Consultation and liaison with carers.	<ul style="list-style-type: none"> Our disability action plan advisory committee and our division managers group are our internal consultative mechanisms for developing our carers policy. We maintained regular contact with peak carers organisations via our existing consultative platforms and through our core business work in oversighting the provision of community services. We provided our free tailored workshop The rights stuff - tips for solving problems and making complaints to users of community services and their carers.
Staff who are carers.	<ul style="list-style-type: none"> We promoted and made available to staff a range of policies that support employees who are carers – including flexible working hours, working from home, and family and community services leave policies. We continued to review relevant human resources policies to ensure that staff with caring responsibilities are valued and appropriately supported.

Appendix H

Publications list

We produce a range of publications including general information for the public, guidelines for agencies and organisations we oversight, discussion papers seeking information from the public, final reports at the conclusion of legislative reviews, annual reports outlining the work we have done during the financial year and special reports to Parliament about public interest issues.

A list of the publications we issued during 2015–16 follows. Our publications are available in Acrobat PDF online at www.ombo.nsw.gov.au. Hard copies are available by contacting us or submitting an online publications request on our website.

Annual reports

Law Enforcement (Controlled Operations) Act Annual Report 2014–2015

NSW Child Death Review Team Annual Report 2014

NSW Ombudsman Annual Report 2014–2015

Official Community Visitors Annual Report 2014–2015

Oversight of *Public Interest Disclosures Act 1994* Annual Report 2014–2015

Reports and submissions

A scan of childhood injury and disease prevention infrastructure in NSW – October 2015

CDRT submission to the independent review of swimming pool barrier requirements in NSW – October 2015

Drowning deaths of children (private swimming pools) 2007–2014 – September 2015

Fostering economic development for Aboriginal people in NSW – A Special Report to Parliament under s 31 of the *Ombudsman Act 1974* – May 2016

Ombudsman supplementary submission to the Review of the Police Oversight in NSW – July 2015

Operation Prospect – Second Progress Report by the Acting NSW Ombudsman – June 2016

Preliminary submission to the NSW Law Reform Commission's review of the *Guardianship Act 1987* – March 2016

Report from the Acting Ombudsman to General Purpose Standing Committee No. 4 on the progress of Operation Prospect – November 2015

Report under Section 242(3) of the *Law Enforcement (Powers and Responsibilities) Act 2002*, Covert Search Warrants for the period ending 28 May 2015 – November 2015

Report under section 242(3) of the *Law Enforcement (Powers and Responsibilities) Act 2002* for the period ending 7 August 2015 Criminal Organisations Search Warrants – November 2015

Report under Section 49(1) of the *Surveillance Devices Act 2007* for the 6 months ending 30 June 2015

Report under section 49(1) of the *Surveillance Devices Act 2007* for the 6 months ending 31 December 2015

Review of police use of Firearms Prohibition Order search powers – Issues Paper – July 2015

Review of Restricted Premises Act search powers and offence provisions – Issues Paper – August 2015

Strengthening the oversight of workplace child abuse allegations – A Special Report to Parliament – February 2016

Submission on Issues Paper 10 – Advocacy and support and therapeutic treatment services – November 2015

Submission on Issues Paper 9 – Addressing the risk of child sexual abuse in primary and secondary schools – September 2015

Submission on the Legislative Council into elder abuse in NSW – March 2016

Submission to Legislative Council Inquiry into service coordination in communities with high social needs – August 2015

Submission to Royal Commission OOHCC Consultation paper – 22 April 2016

The consorting law report on the operation of Part 3A, Division 7 of the *Crimes Act 1900* – April 2016

Fact sheets and guidelines

Complaining to the NSW Ombudsman about NSW government agencies and local councils

Enforcement guidelines for councils – updated December 2015

FACS – Reporting abuse and neglect to the NSW Ombudsman

Monitoring and assessing OCHRE – information sheet

Smart complaining – information sheet

Tips for local councils – Building a best practice complaint management system

Brochures

Do you want to make a complaint? Who to contact and some tips for making your complaint – updated

Newsletters

Disability e-News Update Issues 1 to 3

PID e-news Issues 29 and 30