



The Ombudsman's role in community services

What is this fact sheet about?

This fact sheet provides an overview of our role and sets out the community services that we cover. It explains what the NSW Ombudsman can do, including dealing with complaints and reviewing complaint-handling systems. It also sets out how we assess standards of services and conduct.

If you would like to get in touch with us, our contact details are provided at the end of this fact sheet.

What is our role?

The NSW Ombudsman is an independent integrity agency.

We handle complaints, monitor and review community services delivered by government and non-government agencies. We carry out our role under the *Community Services (Complaints, Reviews & Monitoring) Act 1993* and the *Ombudsman Act 1974*.

What can we do?



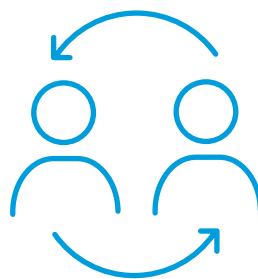
Deal with complaints

about a problem with a support or service you receive or may be eligible to receive. It is best if complaints are resolved quickly and directly between you and the service provider, and we can help you to complain to the service. We can also work with you and the service to try to resolve the matter. In some cases, we investigate the complaint issues and issue a report.

What community services do we cover?

We cover any services provided by:

- Department of Communities and Justice (DCJ)
- organisations that are funded, licensed or authorised by the Minister for Families and Communities, the Minister for Seniors or the Minister for Disability Inclusion.





Review complaint-handling systems of DCJ and community services providers to look at how they handle complaints about the provision of services and supports. We report on the results of our review and any recommendations to improve complaint handling practices and systems.



Review the situation of children in care. We review the circumstances of an individual child in care, or a group of children in care. We report on the results of the review, and any recommendations to improve the circumstances of the child or group of children.



Inquire into major issues affecting people receiving or eligible to receive community services. We report to Parliament on major and systemic issues impacting on children and other service receivers. We make recommendations for service and system improvements and monitor how these recommendations are implemented to improve outcomes for service receivers.



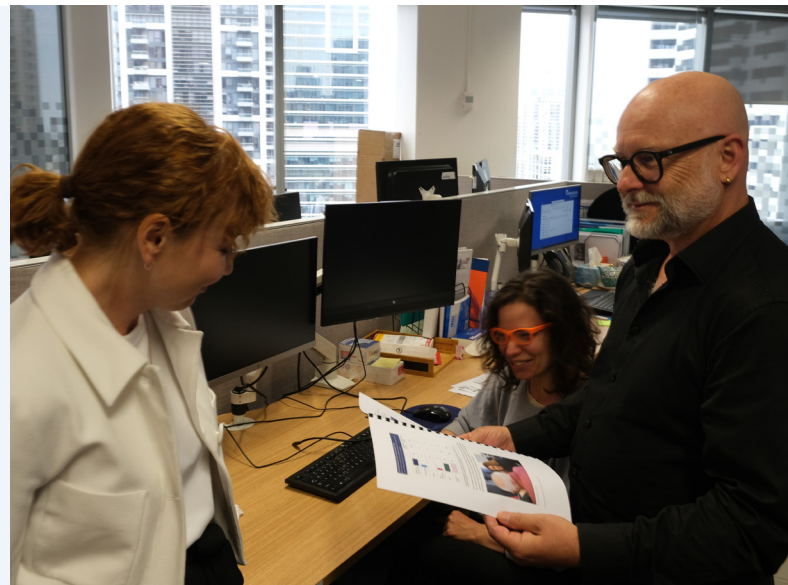
Review the deaths of children. We review deaths that occur in circumstances of abuse or neglect, and the deaths of children in care or detention. We also convene and support the Child Death Review Team which maintains a register of the deaths of all children in NSW. We analyse the causes and patterns of the deaths of children and identify ways in which deaths could be prevented or the risk of death reduced. We report to Parliament on this work.

How do we assess standards of services and conduct?

We look at whether:

- services are acting fairly and in your best interests
- services are complying with relevant legislation and standards.

We are not advocates, but we promote your rights, safety and best interests and improvements in the delivery of community services.



Scan the QR code to find out more on our website.

Contact us

✉ info@ombo.nsw.gov.au

☎ 1800 451 524

🌐 www.ombo.nsw.gov.au