

FREEDOM OF INFORMATION ACT, 1989
Section 14(1)(b) and (3)

SUMMARY OF AFFAIRS
of the
OFFICE OF THE OMBUDSMAN
Agency No. 31

SECTION 1 - Policy Documents

This is the Summary of Affairs of the Office of the Ombudsman for the period ending 31 December 2009. The Ombudsman holds the following policy documents as defined in the *Freedom of Information Act 1989*. Each document is available for inspection or purchase, however, please be aware that Section 14(4) of the *Freedom of Information Act* provides that access may not be granted to information that is of such a nature that its inclusion in a document would cause the document to be an exempt document.

Inter-agency arrangements

Arrangements between Administrative Decisions Tribunal of New South Wales and the NSW Ombudsman

Class and kind agreements between the Ombudsman and the Police Integrity Commission under the Police Act 1990

Complaint Referral and Information Sharing Arrangements under Part 6 of the Ombudsman Act between the NSW Ombudsman, Health Care Complaints Commission, Legal Services Commissioner and NSW Privacy

Determinations by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the following agencies:

- Catholic Education Office, Archdiocese of Canberra and Goulburn
- Catholic Education Office, Archdiocese of Sydney
- Catholic Schools Office, Diocese of Armidale

- Catholic Education Office, Diocese of Bathurst
- Catholic Schools Office, Diocese of Broken Bay
- Catholic Education Office, Diocese of Lismore
- Catholic Schools Office, Diocese of Maitland-Newcastle
- Catholic Education Office, Diocese of Parramatta
- Catholic Schools Office, Diocese of Wagga-Wagga
- Diocesan Office, Diocese of Wilcannia-Forbes
- Catholic Education Office, Diocese of Wollongong
- The Department of Education and Training and TAFE Commission
- Community Services (Department of Human Services)
- nominated substitute residential care agencies (Barnardos)
- Uniting Care NSW/ACT
- The Association of Independent Schools of NSW Limited (AIS) and accredited staff of Independent Schools listed in the Schedule to this Determination
- nominated substitute residential care agencies (Centacare Maitland-Newcastle)
- nominated substitute residential care agencies (Centacare Sydney)
- nominated substitute residential care agencies (Centacare Wollongong)
- nominated substitute residential care agencies (Centacare Broken Bay)

Memorandum of Understanding between the Ombudsman and Community Services (Department of Human Services)

Memorandum of Understanding between the Ombudsman and the Independent Commission Against Corruption

Memorandum of Understanding between the Ombudsman and Juvenile Justice (Department of Human Services)

Memorandum of Understanding between the Ombudsman and the NSW Energy and Water Ombudsman

Memorandum of Understanding between the Ombudsman and Local Government (Department of Premier and Cabinet)

Memorandum of Understanding between the Ombudsman and Corrective Services (Department of Justice and Attorney General)

Memorandum of Understanding between the Ombudsman and the Commissioner of Police

Memorandum of Understanding between the Ombudsman and Ageing, Disability and Homecare (Department of Human Services)

Memorandum of Understanding between the Ombudsman and The Children's Guardian Observation Program Agreement for the Ombudsman review of the Terrorism (Police Powers) Act between the Ombudsman, the Commissioner of Police and the Corrective Services (Department of Justice and Attorney General)

PCCM Wide Area Network Service Level Agreement NSW Police Force, the PIC and the Ombudsman

General policies

Access and Equity

Access Control Policy

Business Continuity Policy

- Business Continuity Plan
- Business Continuity Risk Matrix

Child Protection Policy

Closed Circuit Television Policy

Code of Conduct

Complainant Conduct and Visitor Access Policy

Complaints and Compliments Policy

Controls for Key Security Risks

COPS PODS KIDS Personal Access Register

Critical information systems, major assets and owners

Disability Policy and Disability Action Plan

Disclosure of Information Policy

Email Protocols

Ethnic Affairs Priority Statement

Environmental Policy

- Waste Reduction and Purchasing Policy

FOI Standard Letters

Gifts and Benefits

Internal Reporting Policy - Protected Disclosures Act

Complainant Contact Policy

Media Policy

Mediation Protocol for the Ombudsman's Office

Privacy Management Plan

Procedure Manual - Child Protection Division

Procedure Manual – Community Services Division – Complaints Procedures (sections 2-3 only – other sections being developed)

Procedure Manual – Community Services Division – Complaints Handling Reviews

Procedure Manual – Public Administration Division

Procedure Manual – Official Community Visitor Scheme

Procedure Manual – Police Division

Procedure Manual – Section 19

Request for Review of Decision Policy

Secure Monitoring Unit Policy and Procedures

Security Incident Reporting Form

Statement of Corporate Purpose

Witness Protection Policy and Procedures

Youth Guidelines

Office management and staffing policies

Accounting Manual

Accounting Policy

Accounts Payable Policy

Applications for securing home computers

Co-Lateral Flexible Working Hours Agreement

Compensation to staff for loss or damage to private property

Computer Systems Back up and Monitoring Policy

Conflict of Interests Policy

Consultative Arrangements Policy

Corporate Governance Policy

Delegations to Special Officers

Equal Employment Opportunity Policy and Management Plan

Grievance and Dispute Management policy

Harassment Prevention Policy

Higher Duties Policy

Information and Communications Technology Policy

- Information and Communications Technology Strategic Plan 2006-2010

Information Security Management System (ISMS)

Information Security Management Policy

Security Policy

- Information Security Business owners
- Procedure for Responding to Incidents
- Information Security Compliance Program
- Key performance indicators

Occupational Health and Safety

- Occupational Health and Safety - Strategies & Procedures
- Occupational Health and Safety - Return to Work Program
- Occupational Health and Safety - First aid plan

Participation in Management Development Program Policy

Recording of Time Worked

Staff Performance Management Policy

- Managing unsatisfactory performance
- SES performance management policy

Policy Development and Review

Reasonable Adjustment Policy

Recruitment Policy

Recording Time Worked

Records Management Policy

- File Classification Policy
- Context File Classification Plan

Risk Assessment Policy – Information Security

Salary Packaging

Secondment Policy

Statement of Applicability

Study leave Policy

Style Guide

Total Asset Management Policy:

- Asset Strategy 2006 – 2009
- Capital Investment Strategy 2006 – 2009
- Asset Maintenance Strategy 2006 – 2009
- Asset Disposal Strategy 2006 – 2009
- Office Accommodation Strategy 2006 – 2009
- Procurement Plan 2006 – 2009

User password policy

Use of Communication and Information Technology Devices

Use of Office Cars Policy

- Use of office cars procedure

Working at Home Policy

Publications and Guidelines

We produce a range of publications including annual reports, special reports to parliament, discussion papers, guidelines, fact sheets, brochures and newsletter. Some of our publications are also available in community languages. Our publications are available to the public in hard copy or electronically through our website:

www.ombo.nsw.gov.au

SECTION 2 - Statement of Affairs

The latest edition of the Statement of Affairs of the Office of the Ombudsman was published in June 2009 and is available free of charge at the address below.

SECTION 3 – Costs for policy documents

If copies of policies of less than 20 pages are required, they will be provided free of charge. If copies of policies that are more than 20 pages are required, a photocopying charge of 20c per page will apply. The Procedure Manuals listed can be purchased for \$100 each (subject to any exemptions under the Freedom of Information Act). Copies or inspection can be arranged by contacting our Office at the address given in Section 4 below.

SECTION 4 - Contact Arrangements

Enquiries may be directed to the Freedom of Information staff on telephone numbers (02) 9286 1000 or toll free 1800 451 524. The Statement of Affairs may be obtained and the Office's policy documents may be inspected and purchased during normal office hours (9 am to 5 pm Monday to Friday) at:

Level 24
580 George Street
Sydney NSW 2000