

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 30 December 2007. 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

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Archbishop of Canberra & Goulburn

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Archbishop of Sydney

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Bishop of Armidale

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Bishop of Bathurst

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Bishop of Broken Bay

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Bishop of Lismore

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Bishop of Maitland-Newcastle

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Bishop of Parramatta

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Bishop of Wagga-Wagga

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Bishop of Wilcannia-Forbes

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the non-government schools under the authority of the Catholic Bishop of Wollongong

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the Department of Education and TAFE Commission

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning Barnardos

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning the Association of Independent Schools

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning Centacare Maitland-Newcastle

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning Centacare Sydney

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning Centacare Wollongong

Determination by the NSW Ombudsman under Section 25CA of the Ombudsman Act concerning Centacare Broken Bay

Memorandum of Understanding between the Ombudsman and the Department of Community Services

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

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

Memorandum of Understanding between the Ombudsman and the Department of Local Government

Memorandum of Understanding between the Ombudsman and the Department of Corrective Services

Memorandum of Understanding between the Ombudsman and the Commissioner of Police

Memorandum of Understanding between the Ombudsman and the Department of Ageing, Disability and Homecare

Memorandum of Understanding between the Ombudsman and the Office of 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 Department of Corrective Services.

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

General policies

Access Control Policy

Business Continuity Policy

- Business Continuity Plan

- Business Continuity Risk Matrix

Child Protection Policy

Code of Conduct

Complaints and Compliments Policy

Disability Action Plan

Disclosure of Information Policy

Ethnic Affairs Priority Statement

Environmental Policy

- Waste Reduction and Purchasing Policy

FOI Standard Letters

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 Team

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 - General Team

Procedure Manual – Official Community Visitor Scheme

Procedure Manual – Police Team

Procedure Manual – Section 19

Request for Review of Decision Policy

Secure Monitoring Unit Policy and Procedures

Statement of Corporate Purpose

Witness Protection Policy and Procedures

Youth Guidelines

Office management and staffing policies

Accounting Manual

Accounts Payable Policy

Co-Lateral Flexible Working Hours Agreement

Compensation for Loss to Private Property Policy

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 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
- 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
- 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 2006 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

