

## Media Release

31 October 2024

### NSW Ombudsman Annual Report 2023-24 tabled in Parliament today

The *NSW Ombudsman Annual Report 2023-24* and *NSW Child Death Review Team Annual Report 2023-24* have been tabled in Parliament today.

The *NSW Ombudsman Annual Report 2023-24* highlights work done by the NSW Ombudsman's office during the past financial year against the strategic outcomes included in our Strategic Plan 2020-2025.

The Ombudsman assesses and responds to all complaints it receives. The Annual Report shows that 14,770 actionable complaints were received by this office during the 2023-24 period – an increase of 13% from the previous year. These included complaints about state government, local government, privately managed correctional centres, public universities, NSW Government-funded community service providers, and other public authorities.

This year we took further investigatory action on 3,429 actionable complaints – an increase of 27% from the previous financial year, and referred a further 1,135 actionable complaints directly to the agency complained about, for their further action.

We also tabled 7 reports in Parliament during the year, including 3 special reports – the *Formal investigations summary report, Revenue NSW – The lawfulness of its garnishee order process*, and *A map of automated decision-making in the NSW Public Sector*.

A major development for the NSW public sector during this reporting period was the commencement of the *Public Interest Disclosures Act 2022* (PID Act). The new PID Act is a significant legal reform for the NSW public sector, providing a framework that facilitates reporting of wrongdoing and strengthened protections for those who 'speak up'. As the lead oversight agency for the PID Act, supporting agencies to prepare for the launch of the new PID Act was an area of focus for this year. We undertook a range of initiatives to support the launch, including rolling out a comprehensive suite of guidance, resources and training materials.

Our work also involves promoting public sector improvements through education and training workshops. Training was delivered to government agencies and other service providers, to encourage good administrative practice and build agencies' capability to understand administrative law in the public sector, handle complaints, establish effective complaint-handling systems and manage unreasonable conduct by a complainant.

"We are dedicated to resolving complaints effectively, holding public authorities to account, and fostering positive changes in community services, while supporting those who speak up for what is right," said NSW Ombudsman, Paul Miller.

"As we finalise implementation of our new and enhanced statutory functions, and bring to completion our major projects (including a new digital website service to complainants, and new case management system), our focus will be on enhancing the efficiency, quality and impact of all the work we do."

Along with the Annual Report, the NSW Ombudsman also today tabled the separate report *NSW Child Death Review Team (CDRT) Annual Report 2023-24* outlining the work of the CDRT over the last financial year. The report also details the extent to which the CDRT's recommendations to prevent or reduce the likelihood of child deaths have been accepted by agencies and the progress being made to implement recommendations.

Both reports are available on our website at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au).

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