

## Monitoring and assessing OCHRE

The NSW Ombudsman is an independent and impartial agency whose main goal is to keep government agencies and some non-government organisations accountable and to protect the rights of people in NSW.

We oversee the work of many organisations, including: Family and Community Services; Police; Juvenile Justice; Corrective Services; Education (including schools and child care centres); Health; Housing and non-government organisations that provide community services like accommodation, counselling, emergency assistance and recreational activities.

Our Aboriginal Unit was established in 1997. Since then, we have helped Aboriginal and Torres Strait Islander people from all over NSW to resolve complaints about a wide range of issues, and have prepared more than 15 major reports and submissions to Parliament to address concerns they have raised.

Since July 2014 we have had responsibility to independently monitor and assess Aboriginal programs, starting with OCHRE – the NSW Government’s plan for Aboriginal affairs. The first Deputy Ombudsman, (Aboriginal Programs), Danny Lester, was appointed to lead this work in October 2014. OCHRE includes a number of key initiatives:

- Local Decision Making
- Connected Communities
- Aboriginal Language and Culture Nests
- Opportunity Hubs
- Aboriginal Economic Development including IBAs

Further detail on these initiatives are available from Aboriginal Affairs: <http://www.aboriginalaffairs.nsw.gov.au/nsw-government-aboriginal-affairs-strategy/>

We regularly travel throughout the state to hear directly from communities, government agencies and service providers about how OCHRE is being implemented and what it is achieving.

**If you would like more information, please contact the Aboriginal Unit on 02 9286 1000 or toll free on 1800 451 524.**



### Contact us for more information

Our business hours are: Monday to Friday, 9am–5pm (*Inquiries section closes at 4pm*)

If you wish to visit us, we prefer you make an appointment. Please call us first to ensure your complaint is within our jurisdiction and our staff are available to see you.

Level 24, 580 George Street  
Sydney NSW 2000

**Email** [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)  
**or email our Aboriginal Unit directly:**  
[AU@ombo.nsw.gov.au](mailto:AU@ombo.nsw.gov.au)

**Web** [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**General inquiries** 02 9286 1000  
**Facsimile** 02 9283 2911

**Toll free** (outside Sydney metro) 1800 451 524  
**Tel. typewriter** (TTY) 02 9264 8050

Telephone Interpreter Service (TIS): 131 450  
We can arrange an interpreter through TIS or you can contact TIS yourself before speaking to us.