

Journey Together artwork by Jasmine Sarin, a proud Kamilaroi and Jerrinja woman.

Monitoring and assessing OCHRE

The NSW Ombudsman is an independent integrity agency that holds NSW government agencies and certain non-government organisations accountable to the people of NSW. Through complaint handling, review, monitoring, investigation, advice, training and community education, we seek to improve the administration and delivery of public and community services in NSW.

We oversee the work of many organisations, including the departments of Industry, Planning and Environment, Customer Service, Transport, Education and Training (including schools, TAFE and early childhood), Communities and Justice (including Housing), and Health, and non-government organisations that provide community services, such as accommodation, counselling, emergency assistance and recreational activities.

We work with Aboriginal communities in a range of areas, including the provision of education and training services, economic prosperity, justice, procurement policies, disability services, local councils, community services and child protection, out-of-home care, Aboriginal land councils and housing. We constantly look at ways the government can work with communities on the changes needed to deliver practical and positive outcomes for Aboriginal people.

Since July 2014, we have had legislative responsibility under Part 3B of the *Ombudsman Act 1974* (NSW) for monitoring and assessing designated Aboriginal programs. The first program we are responsible for overseeing is OCHRE (Opportunity, Choice, Healing, Responsibility, Empowerment), the NSW Government's plan for Aboriginal affairs, which was launched in April 2013.

Further detail on each OCHRE initiative is available from Aboriginal Affairs: <https://www.aboriginalaffairs.nsw.gov.au/conversations/ochre>

We regularly travel throughout the state to hear directly from communities, government agencies and service providers about how OCHRE is being implemented, the outcomes being achieved and ways in which service improvement can deliver on communities' expectations.

If you would like more information, please contact our team on 02 9286 1000 or toll free on 1800 451 524 (charges may apply on mobile phones).

Please follow us:



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
or email our Aboriginal Liaison Unit
AU@ombo.nsw.gov.au

Web www.ombo.nsw.gov.au

General inquiries 02 9286 1000

Toll free (outside Sydney metro) 1800 451 524

National Relay Service 133 677

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

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 This fact sheet is one of a series produced by the NSW Ombudsman. Feedback is welcome.