

Vision

Everyone receives the **right services and fair treatment** from those we oversight.

This is the world we want to help make a reality

Mission

The NSW Ombudsman's Office will be a **leader in complaint-handling, investigations and reviews, and public and community sector monitoring and assessment.**

We will be trusted by the public and by all of our stakeholders **to hold the agencies we oversight to account and to make evidence-based recommendations that result in positive change.**

This is what we aspire to be

Purpose

To **protect citizens** from abuse of power and unfair treatment...

by helping them to voice and resolve complaints, and by investigating serious maladministration.

To foster enduring system-wide change that will **prevent future failings** and **improve public administration and service delivery ...**

including by:

- helping government and service providers to learn from past complaints, incidents and failings
- promoting public sector whistleblowing
- providing advice, suggestions and recommendations that are evidence-based, realistic and effective
- providing education and training to government agencies and service providers to encourage good administrative practice and build capability

To provide a trusted source of **independent advice to the Parliament...**

in order to provide assurance of Executive compliance with the Rule of Law and support the Parliament's functions to scrutinise the Executive and debate legislative reform.

This is what our work is aimed toward

Foundational qualities

Statutory mandate, Royal-Commission type powers, Independence, Accessibility, Accountability, Necessary resources and expertise

These are the essential features that make us uniquely fit for our Purpose

Values

Integrity, Impartiality, Fairness, Transparency, Professionalism, Respect

These are our core behavioural principles, which express our organisational 'character'

Strategic Outcomes 2020 – 2025

Services and impact

1. Consistency and best practice provision of services, with quality standards for all
2. High-quality evidence-based advice and recommendations, on issues that are important, timely and relevant, that lead to positive and practical change

Engagement and Relationships

3. The public, including the most vulnerable members of our community, understand our role, can access our services, and have trust and confidence that we will help
4. Agencies understand our role, have confidence in the fairness of our investigations and oversight, and respect us and our advice, because we understand them and their business and they know we will add value
5. Our status as an independent statutory oversight body supporting accountable and responsible government is reinvigorated through a stronger connection to Parliament and they know we will add value

Leadership and Governance

6. Unified leadership and a clear strategy, supported by rigorous governance structures
7. Clarity of role and purpose, with a set of strategically aligned statutory functions that support efficient operations at a sustainable scale

People and Culture

8. An employer of choice whose workforce is highly engaged and capable, and bound together by our vision, shared values, purpose and culture

Systems and Processes

9. Modernised and continuously maintained systems and processes that give our people the tools they need and improve the customer experience
10. Rigorous evaluation processes and performance metrics that keep us on track and drive continuous improvement