

# How we keep organisations accountable



**WE OVERSEE THE NSW POLICE FORCE'S INVESTIGATIONS INTO COMPLAINTS ABOUT POLICE OFFICERS AND CHECK THEIR COMPLAINT-HANDLING SYSTEMS.**

## Agencies delivering public services

### Who we scrutinise

We scrutinise:

- several hundred NSW public sector agencies including departments, statutory authorities, boards, correctional centres, universities and area health services
- the police
- over 160 local and county councils
- certain private sector organisations and individuals providing privatised public services.

### How we keep them accountable

We investigate and resolve:

- complaints about the work of public sector agencies
- complaints about the merits of agency decisions about freedom of information requests
- protected disclosures from public sector staff and complaints about the way agencies have handled disclosures.

We oversee the NSW Police Force's investigations into complaints about police officers and check their complaint-handling systems.

We visit juvenile justice centres and correctional centres to observe their operations and resolve concerns of inmates.

We scrutinise legislation giving new powers to police and correctional officers.

We hear appeals against decisions of the Commissioner of Police in relation to the witness protection program.

We provide training and guidance in investigations, complaint management and good administrative conduct.

## Organisations delivering services to children

### Who we scrutinise

We scrutinise:

- over 7,000 organisations providing services to children — including schools, child care centres, family day care, juvenile justice centres and organisations providing substitute residential care and health programs
- the conduct of paid staff, contractors and thousands of volunteers working for these organisations.

### How we keep them accountable

Organisations are required to notify us of any reportable allegations or convictions. We oversee (and sometimes investigate) organisations' investigations into allegations about the conduct of their staff that could be abusive to children, and keep under scrutiny their systems for handling such matters.

We deal with complaints from parents and other interested parties about how organisations have investigated allegations.

We keep under scrutiny the systems organisations have to prevent employees from behaving in ways that could be abusive to children.

We provide training and guidance to organisations in how to handle these kinds of allegations and convictions.

## Organisations delivering community services

### Who we scrutinise

We scrutinise:

- licensed boarding houses and fee-for-service organisations
- child protection and family support services
- out-of-home care services for children and young people
- home and community care services
- services for people with a disability
- supported accommodation and assistance program services.

The Department of Community Services and the Department of Ageing, Disability and Home Care provide many of these services. Non-government organisations providing these services also fall within our jurisdiction if they are funded, licensed or authorised by the Minister for Community Services or the Minister for Ageing and Disability Services.

## How we keep them accountable

We investigate and resolve complaints about the provision, failure to provide, withdrawal, variation or administration of a community service.

We review:

- standards for the delivery of community services
- the systems organisations have to handle complaints about their services
- the situation of children, young people and people with a disability who are in out-of-home care
- the deaths of certain children, young people and people with a disability in care.

We inspect certain services where children, young people and people with a disability live.

We coordinate the official community visitors scheme.

We provide information and training to consumers of community services and to organisations about complaint-handling and consumer rights.

We promote improvements to community service systems and access to advocacy support for people receiving, or eligible to receive, community services.

## Agencies conducting covert operations

### Who we scrutinise

We scrutinise law enforcement agencies such as the NSW Police Force, the Crime Commission, the Independent Commission Against Corruption and the Police Integrity Commission.

## How we keep them accountable

We review agency compliance with accountability requirements for undercover operations and the use of telephone intercepts.