

Young People Affecting Change Through the NSW Ombudsman

Mandy Loundar
YOUTH LIAISON OFFICER

Outline

1. Young People's Experience
2. What the Ombudsman does
3. Making a Complaint



How young people experience the complaint system

Barriers?

Benefits?

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What the Ombudsman Does

Deals with complaints about conduct of NSW public authorities and the provision of community services

- Police
- Local Councils
- Area Health Services
- RTA, Buses, Trains
- Juvenile Justice & Corrections
- DET, Universities
- DoCS
- SAAP services

Our Features

Independent

Impartial

Accessible

Fair

Accountable

Our Jurisdiction

Our jurisdiction is set out in legislation:

- 1) *Ombudsman Act 1974*
- 2) *Community Services (Complaints, Reviews and Monitoring) Act 1993*

Three Tiered Approach

Individual

Service

Systemic

Our Functions

Police

Community services

General

Child Protection

Types of Complaints 2005 - 06

COMPLAINT TYPE	No. OF COMPLAINTS
Police	6,874
Outside Jurisdiction	6,175
Departments and Authorities	4,954
Corrections & Juvenile Justice	4,610
Workplace Child Protection	2,689
Local Government	2,635
Community Services	1,683
Witness Protection appeals	514
Freedom of Information	482
TOTAL	33,315

Types of youth complaints

DJJ - Daily routine, Food & diet, officer misconduct, visits

DoCS — inadequate case management, case planning, poor quality services, decisions about service entry or exit, contact with family for people in care, clients not involved in decisions

Police — abusive behaviour, threats, harassment, excessive use of force, unlawful or unreasonable search or arrest, unreasonable use of move-on powers, breach of rights

Public Reports

Special Reports to Parliament

- The need to improve services for children, young people and their families – Dec 2006
- Domestic violence: improving police practice – Aug 2006
- Improving the quality of land values issued by the Valuer General – April 2005
- Audit of the implementation of the NSW Police Aboriginal Strategic Direction (2003-2006) – Dec 2004

Legislative Reviews

- Review of the Police Powers (Drug Detection Dogs) – Sept 2006
- Review of Children (Criminal Proceedings) Amendment (Adult Detainees) Act – Oct 2006

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Making a Complaint

- Anyone can complain, it is your right
- Start by contacting the organisation involved
- Oral and written complaints
- Complain in other languages
- Include all relevant details in your complaint

Contact Details

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