

Our organisational structure

Ombudsman

Deborah Glass

Deputy Ombudsman

Megan Philpot

Chief Operating Officer

Marija Maher

Early Resolution

- Complaint intake, assessment and referral
- Ombudsman Act enquiries using early resolution methods

Executive Office

- Executive Support
- Strategy and planning
- Parliamentary liaison

People and Development

- Human Resources
- Learning and Development
- Business Support

Assessments

- Ombudsman Act enquiries
- Complex complaint management
- Complaint investigations
- Protected Disclosure Act assessments

Communications and Education

- Communication, media and engagement
- Annual report
- Public sector education

Finance

- Finance and budget management
- Financial reporting and analysis
- Procurement and asset management

Investigations

- Protected Disclosure Act assessments, enquiries and investigations
- Systemic investigations
- Parliamentary referral investigations

Portfolios and Administrative Improvement

- Portfolio oversight and agency management
- Policy development and training
- Quality assurance and recommendations monitoring function

Risk and Compliance

- Risk
- Compliance
- Business Continuity

Resolve and Technology Services

- Improve operational processes, systems and data with a focus on the Resolve case management system

Legal

- Providing internal legal advice
- Acting as legal counsel

Knowledge and Technology

- IT operations
- IT support
- Records management