

Ombudsman SA provides robust and independent oversight of state and local government to ensure fairness, integrity and transparency in public administration.

For this planning period Ombudsman SA will continue to provide effective complaint resolution, conciliation, investigative, and Freedom of Information review functions. Ombudsman SA will increase its investment in its proactive functions including audit, evaluation, training and education.

The goals and objectives below serve as our guide for action for 2024-2026.



**GOAL 1:**  
**Ensure fair outcomes for members of the public in their interactions with government**

#### Objectives

- 1.1 Achieve fair outcomes for complaints as quickly as possible.
- 1.2 Educate the community about what we can do to help.
- 1.3 Be responsive to the needs of all communities.
- 1.4 Engage with and be responsive to the needs of First Nations people.
- 1.5 Take action in response to systemic issues.

**FAIRNESS**



**GOAL 2:**  
**Ensure government acts with integrity and fairness in providing services to the public**

#### Objectives

- 2.1 Government agencies understand our role and our expectations of good administration.
- 2.2 Communicate with agencies in a way that best achieves efficient and effective outcomes.
- 2.3 Prevent and minimise integrity breaches and promote fair decision making by:
  - 2.3.1 providing guidance to agencies, and
  - 2.3.2 using evaluations, audits and investigations to influence cross-agency practice.

**INTEGRITY**



**GOAL 3:**  
**Our decisions and practices are data-driven**

#### Objectives

- 3.1 Enhance and use our internally available data throughout our work.
- 3.2 Use agency and open-source data to inform our work.
- 3.3 Explore the potential impact of AI on our business.



**GOAL 4:**  
**Continue to improve how we deliver our functions**

#### Objectives

- 4.1 Value and develop our people.
- 4.2 Deliver outcomes that are timely, meaningful and maximise impact on public administration.

**TRANSPARENCY**