## VICTORIANombudsman

ORGANISATIONAL CHART

#### OMBUDSMAN

**DEPUTY OMBUDSMAN** 

**EXECUTIVE OFFICE** 

### CHIEF OPERATING OFFICER

### INTAKE AND EARLY RESOLUTION

Identifies and resolves complaints at the first possible opportunity, preventing small issues from growing into larger ones. Works collaboratively with organisations – often on the phone – and makes assessments about the prospects of resolving matters.

POLICY AND LEGAL

#### COMPLAINT ASSESSMENT

Manages more complex complaints that cannot be speedily resolved through early resolution.

#### **INVESTIGATIONS**

Undertakes investigations into systemic issues on the basis of complaints received or on the Ombudsman's own motion

# ENGAGEMENT, COMMUNICATIONS AND EDUCATION

Works to improve awareness of the Ombudsman's role through community outreach programs and manages internal and external communications and training.

#### CORPORATE SERVICES

Delivers the office's administrative, financial, human resources and Information technology services.

FINANCE AND PROCUREMENT

KNOWLEDGE AND TECHNOLOGY

RISK AND COMPLIANCE

PEOPLE AND CULTURE