



Ms Sarah Bendall
First Assistant Ombudsman
GPO Box 442
Canberra ACT 2601

Dear Ms Bendall

Managing National Student Ombudsman (NSO) - South Australian Ombudsman (SA Ombudsman) Relations

Thank you for your letter dated 30 January 2025 setting out proposed arrangements to manage relations between the NSO and my office.

Under the *Ombudsman Act 1972*, the legislative functions of my office include:

- receiving, assessing and investigating or otherwise dealing with:
 - complaints about administrative error by state government agencies (which include public higher education providers)
 - complaints and reports about misconduct and maladministration by public authorities and public officers
- receiving, assessing and making notifications in relation to disclosures under the *Public Interest Disclosure Act 2018*
- conducting evaluations of practices, policies and procedures of public authorities, with a view to preventing or minimising misconduct and maladministration

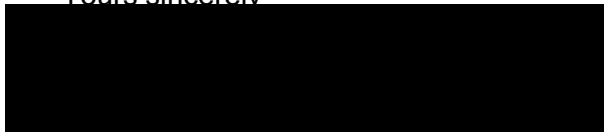
Recognising the overlap in our respective jurisdictions, I note my view, in light of my particular jurisdiction in relation to misconduct and maladministration, that my office should continue assessing, and where appropriate, investigating complaints and reports of such conduct relating to higher education public authorities or officers.

I am satisfied that your proposal accommodates this and, accordingly, I confirm the coordination, cooperation and information sharing arrangements set out in your letter.

I acknowledge that while our Exchange of Letters does not create any enforceable legal rights or obligations between our organisations, we agree to act reasonably and cooperate in good faith.

I look forward to working with your office to implement the agreed arrangements and to ensure effective oversight of the higher education sector.

Yours sincerely



Emily Strickland
SA OMBUDSMAN

30 January 2025