

ANAO audit activity directly relating to the Office of the Commonwealth Ombudsman

External Audit by ANAO of the Office of the Commonwealth Ombudsman’s Annual Financial Statements – in accordance with the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*.

This information is listed in the Annual Reports of the Commonwealth Ombudsman and Private Health Insurance Ombudsman, which are publically available on the Commonwealth Ombudsman’s website. Examples between 2013-14 and 2016-17 are referenced below:

Independent Auditor’s Report for financial year of 2016-17 – pp. 140 – 141 of the [2016-17 Annual Report of the Office of the Commonwealth Ombudsman](#)

Independent Auditor’s Report for financial year of 2014-15 – pp. 104 – 105 of the [2014-15 Annual Report of the Office of the Commonwealth Ombudsman](#).

Independent Auditor’s Report for financial year of 2013-14 – pp. 113 – 114 of the [2013-14 Annual Report of the Office of the Commonwealth Ombudsman](#)

Independent Auditor’s Report for financial year of 2014-15 – pp. 46 – 47 of the [2014-15 Annual Report of the Private Health Insurance Ombudsman](#)

Independent Auditor’s Report for financial year of 2013-14 – pp. 54 – 55 of the [2013-14 Annual Report of the Private Health Insurance Ombudsman](#)

ANAO Tabled Performance Audit Reports (2004 – 2018) – as publically available on the ANAO website	Agency	Date	Report Number
Corporate Planning in the Australian Public Sector 2017–18	Across Entities	23 April 2018	36 of 2017-2018
Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2017	Across Entities	20 December 2017	24 of 2017-2018
Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2014	Across Entities	18 December 2014	44 of 2013-14
Indigenous Employment in Australian Government Entities	Across Agencies	29 May 2014	33 of 2013-2014
Confidentiality in Government Contracts: Senate Order for Departmental and Agency Contracts (Calendar Year 2011 Compliance)	Across Agencies	20 September 2012	4 of 2012-2013
Confidentiality in Government Contracts - Senate Order for Departmental and Agency Contracts (Calendar Year 2008 Compliance)	Across Entities	28 September 2009	6 of 2009-2010
Workforce Planning	Across Entities	23 June 2005	55 of 2004-2005

The Senate Order for Departmental and Agency Contracts (Calendar Year 2003 Compliance)	Across Entities	17 September 2004	10 of 2004-2005	
Compensation Payment and Debt Relief in Special Circumstances	Across Agencies	24 March 2004	35 of 2003-2004	

ANAO Tabled Performance Audit Reports about other agencies in which the Ombudsman is referred to (2012-18) – as publically available on the ANAO [website](#)

Report	Agency	Date	Nature of reference
Australian Broadcasting Corporation—Complaints Management	ABC	3 May 2018	Better Practice Guide to Complaint Handling
The Design and Implementation of the Community Development Programme	PMC / DoE / DHS	31 October 2017	Handling of complaints about the CDP
Decision-making Controls for Sustainability — National Disability Insurance Scheme Access	NDIA DHS	19 October 2017	Handling of complaints about the NDIA
Administration of the Freedom of Information Act 1982	AGD / OAIC / DSS / DVA	19 September 2017	Management of FOI complaints pending abolishment of OAIC's role
Effectiveness of the Governance of the Northern Land Council	PM&C, Northern Land Council	20 June 2017	Handing of complaints about NLC
Administration of Youth Allowance (Student) and ABSTUDY	DSS / DHS	22 May 2017	Own motion reports
Child Support Collection Arrangements between the Australian Taxation Office and the Department of Human Services	ATO / DHS	15 May 2017	Submission to Standing Committee on Social Policy and Legal Affairs' inquiry report, <i>From Conflict to Cooperation: Inquiry into the Child Support Program</i> (2015)
The Australian Border Force's Use of Statutory Powers	IBP	27 February 2017	Ombudsman report
Australian Taxation Office's Implementation of Recommendations	ATO	9 February 2017	Recommendations 7, 16
Management of the Use of Force Regime	AFP	5 May 2016	Stakeholder feedback to ANAO Handing of complaints about AFP

Qualifying for the Disability Support Pension	DSS / DHS	21 January 2016	Stakeholder feedback to ANAO / Own motion investigation
Managing Compliance with Visa Conditions	DIBP	10 December 2015	Own motion report
Third Follow-up Audit into the Australian Electoral Commission's Preparation for and Conduct of Federal Elections	AEC	4 November 2015	Management of complaint about AEC
Management of Smart Centres' Centrelink Telephone Services	DHS	19 May 2015	Ombudsman own motion report and DHS responses to recommendations Stakeholder feedback to ANAO Handing of complaints about DHS
Administration of the Australian Apprenticeships Incentives Program	Education and Training	23 April 2015	Handing of complaints about DET / AAIP
Administration of the Fair Entitlements Guarantee	Department of Employment	23 April 2015	Handing of complaints about DoE FEG
Management of Interpreting Services	DIBP / DSS	15 April 2015	Own motion report
Administration of the Indigenous Legal Assistance Programme	AGD	17 February 2015	Stakeholder feedback to ANAO
Administration of Contact Centres	ATO	26 November 2014	Ombudsman Annual report
Trials of Intensive Service Delivery	DHS	16 June 2014	Stakeholder feedback to ANAO
Review of Child Support Objections	DHS / DSS	30 April 2014	Audit methodology Handling of CSA complaints
Policing at Australian International Airports	AFP	13 March 2014	Role of ACT Ombudsman in providing feedback on KPIs relating to AFP complaints handling. Recommendation 2

Management of Complaints and Other Feedback	ATO	12 February 2014	<ul style="list-style-type: none"> ◆ Handling of complaints about the ATO ◆ Ombudsman's Better Practice Guide to Complaint Handling.
Managing Aged Care Complaints	Department of Health and Ageing	13 November 2013	<p>Audit methodology</p> <p>Stakeholder feedback to DoHA</p>
Management of Debt Relief Arrangements	ATO	25 June 2013	Own motion report
Compensating F-111 Fuel Tank Workers	Defence / DVA	18 June 2013	<p>Stakeholder feedback to ANAO</p> <p>Own motion reviews</p> <p>Handling of complaints about Defence / DVA</p>
Recovery of Centrelink Payment Debts by External Collection Agencies	DHS	30 May 2013	<p>Audit methodology</p> <p>Stakeholder feedback to ANAO</p> <p>Better Practice Guide to Complaint Handling</p>
The Regulation of Tax Practitioners by the Tax Practitioners Board	ATO / TPB	8 May 2013	<p>Stakeholder feedback to ANAO and DHS</p> <p>Handling of complaints about TPB / ATO</p>
Individual Management Services Provided to People in Immigration Detention	DIAC	11 February 2013	<p>Stakeholder feedback to ANAO</p> <p>Own motion reviews</p>
Administration of the Domestic Fishing Compliance Program	ADFCP	5 February 2013	Handling of complaint about the ADFCP
Administration of New Income Management in the Northern Territory	FaHCSIA /DHS	31 January 2013	Reference to Office's own motion <i>Review of Centrelink Income Management Decisions in the Northern Territory: Financial Vulnerability Exemption and Vulnerable Welfare Payment Recipient Decisions</i>

The Provision of Policing Services to the Australian Capital Territory	AFP	18 December 2012	Reference to role of ACT Ombudsman in providing feedback on KPIs relating to AFP complaints handling. Recommendation 2
Management of the Multicultural Servicing Strategy for the Delivery of Centrelink Services	DHS	18 June 2012	Reference to Office's report into Centrelink's interpreter services.
The Child Support Program's Management of Feedback	CSA	31 May 2012	Handling of complaints about CSP Better Practice Guide to Complaint Handling
Management of Complaints and Other Feedback by the Department of Veterans Affairs		3 May 2012	Reference to Ombudsman's briefing to DVA Executive on DVA related complaints, and the Better Practice Guide to Complaint Handling in Audit methodology and ANAO's discussions with the Office during field work.
Administration of Project Wickenby	ATO / ACC / AFP	9 February 2012	Own motion reviews