

# Office of the Commonwealth Ombudsman - Approaches and Complaints 2013-14

Please note - The Portfolios highlighted in green have been abolished, merged or split under the Machinery of Government changes in September 2013

PORTFOLIO/AGENCY	Total Received	NOT INVESTIGATED				Total Finalised	REMEDIES										Total Remedies
		Cat 1	Cat 2	Cat 3	Cat 4		Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Remedy provided by agency without Ombudsman intervention		
ACT Government	467	145	255	56	20	476	11	7	14		71	1	1	1			106
<b>Commonwealth</b>	<b>16,582</b>	<b>6,309</b>	<b>8,266</b>	<b>1,616</b>	<b>403</b>	<b>16,594</b>	<b>199</b>	<b>228</b>	<b>289</b>	<b>102</b>	<b>1,442</b>	<b>359</b>	<b>42</b>	<b>153</b>	<b>75</b>	<b>2,889</b>	
Agriculture	18	4	14	1	3	22					6			1		7	
Australian Fisheries Management Authority	4		5	1	3	9				6				1		7	
Australian Pesticides and Veterinary Medicines Authority	3		3			3											
Department of Agriculture	11	4	6			10											
Agriculture, Fisheries and Forestry	16	4	12	1	2	19				3	1					4	
Australian Quarantine and Inspection Service	12	4	7		2	13				2						2	
Australian Wine and Brandy Corporation	1		1			1											
Department of Agriculture, Fisheries and Forestry	3		4	1		5				1	1					2	
Attorney-General's	399	133	232	41	7	413	3		4	1	36	1				45	
Administrative Appeals Tribunal	25	14	11	1		26					1					1	
Australian Crime Commission	6	2	4			6											
Australian Commission for Law Enforcement Integrity	5		3	2		5			1							1	
Australian Federal Police	134	48	77	12	6	143	2		1	15						19	
Australian Financial Security Authority	77	27	32	10		69			1	8	1					10	
Attorney	28	8	20	2		30				1						1	
Australian Human Rights Commission	19	8	13	1		22										0	
Australian Institute of Criminology	1		1			1											
National Archives of Australia	8	2	4	4		10	1		1	2						4	
Australian Sports Commission	6	2	2	1		5				1						1	
CrimTrac	4	1	3			4											
Office of the Commonwealth Director of Public Prosecutions	2	1	2	1		4										0	
Insolvency and Trustee Service Australia	2	2	3	3	1	9				4						4	
National Film and Sound Archives	1																
National Library of Australia	1	1				1											
National Museum of Australia	1		1			1											
National Native Title Tribunal	1		1			1											
National Portrait Gallery	1		1			1											
Office of the Australian Information Commissioner	38	12	20			32											
Office of the Australian Information Commissioner	34	5	31	3		39				3						3	
Screen Australia	5		3	1		4				1						1	
<b>Broadband, Communications and the Digital Economy</b>	<b>18</b>	<b>2</b>	<b>9</b>	<b>6</b>	<b>2</b>	<b>19</b>			<b>4</b>	<b>6</b>			<b>1</b>			<b>11</b>	
Department of Broadband, Communications and the Digital Economy	18	2	9	6	2	19			4	6			1			11	
Commonwealth Parliament	1		1			1											
Department of Parliamentary Services	1		1			1											
Communications	4,159	1,154	2,655	355	18	4,182	31	116	100	78	374	128	15	77	17	936	
Australian Broadcasting Corporation	9	4	5			9											
Australian Communications and Media Authority	55	17	36	2		55	1			2						3	
Australia Post	4,053	1,119	2,593	348	18	4,078	29	116	99	78	368	128	15	77	16	926	
Department of Communications	33	11	15	5		31	1		1	4					1	7	
NBN Co	8	3	5			8											
Special Broadcasting Service Corporation	1		1			1											

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		Cat 1	Cat 2	Cat 3	Cat 4														
Courts	52	30	25	1		56													0
Family Court of Australia	19	14	6			20													
Federal Circuit Court of Australia	5	4	1			5													
Federal Court of Australia	10	7	4	1		12													0
Fair Work Commission	17	5	12			17													
High Court of Australia	1		2			2													
Defence	518	147	256	78	24	505	8	7	14	1	65	9	1	2		4			111
Australian Army Cadets	2	1	1			2													
Australian Air Force Cadets	2			1	1	2					2								2
Royal Australian Air Force	25	9	14	1	1	25	1				1								2
Australian Navy Cadets	2		1	1		2					1								1
Australian Army	91	21	46	12	5	84			3		13					1			17
Department of Defence	186	59	89	24	11	183	1	2	4		21	2				1		2	33
Defence Force Retirement and Death Benefits Authority	3		2			2													
Defence Housing Australia	35	11	16	6	1	34	1		4			1							6
Defence Honours and Awards Tribunal	1	1				1													
Department of Veterans' Affairs	132	40	66	28	3	137	4	5	2	1	23	6	1					1	43
Royal Australian Navy	37	5	19	5	2	31	1		1		4							1	7
Veterans' Review Board	2		2			2													
Education	48	11	24	12	3	50		1	1		9					1			12
Australian Curriculum Assessment and Reporting Authority	1		1			1													
Australian Institute for Teaching and School Leadership	9	1	3	4	2	10					5								5
Australian National University	19	5	10	6		21			1		1								2
Australian National University	1																		
Australian Research Council				1		1											1		1
Department of Education	13	4	9			13													
Tertiary Education Quality and Standards Agency	4		1	1	1	3		1			3								4
Tuition Protection Service	1	1				1													
Education, Employment and Workplace Relations	78	33	32	25	1	91		1	4		32	2							39
Department of Education, Employment and Workplace Relations	78	33	32	25	1	91			4		32	2							39
Employment	355	127	163	44	3	337	8	1	3	3	46	6	1	3					71
Coal Mining Industry (Long Service Leave Funding) Corporation	1			1		1					1								1
Comcare	94	24	49	18	1	92	6	1	1		13	3	1						25
Department of Employment	224	91	93	22	2	208	1		2	3	30	3				3			42
Fair Work Building and Construction	3		3			3													
Fair Work Ombudsman	33	12	18	3		33	1				2								3
Environment	28	10	13	3	1	27	1		2		2								5
Clean Energy Regulator	3	1	2			3													
Department of the Environment	20	8	7	1	1	17	1				1								2
Great Barrier Reef Marine Park Authority	1		2			2													
Murray Darling Basin Authority	1	1				1													
Bureau of Meteorology	2		1	2		3			2		1								3
Sydney Harbour Federation Trust	1		1			1													

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Families, Housing, Community Services and Indigenous Affairs	8	5	3	1		9					2					1	3
Department of Families, Housing, Community Services and Indigenous Affairs	8	5	3	1		9					2					1	3
Finance	90	27	46	8	1	82	2			5	1						8
Australian Electoral Commission	33	11	15	4		30	2			2							4
Commissioner for Superannuation (ComSuper)	19	6	10	2		18				1	1						2
Department of Finance	33	7	19	2	1	29				2							2
Medibank Private Ltd	5	3	2			5											
Finance and Deregulation	7		9	5	2	16				4	1						5
Department of Finance and Deregulation	7		9	5	2	16				4	1						5
Foreign Affairs and Trade	118	40	68	9	3	120			1	11							12
Australian Agency for International Development (AusAID)	4	2	2			4											
Australian Trade Commission	4	2	1	1		4				1							1
Department of Foreign Affairs and Trade	110	36	65	8	3	112			1	10							11
Health	51	15	27	5		47				2							2
Australian National Preventive Health Agency				1		1											0
Australian Radiation Protection and Nuclear Safety Agency	1	1				1											
Australian Sports Anti	9	1	6	1		8				1							1
Department of Health	37	13	18	2		33											0
National Health and Medical Research Council	3		2	1		3				1							1
National Mental Health Commission	1		1			1											
Health and Ageing	19	8	11	10	4	33	1		1	12							14
Department of Health and Ageing	19	8	11	10	4	33	1		1	12							14
Immigration and Border Protection	1,880	640	939	206	70	1,855	28	9	31	2	138	5	3	12		15	243
Australian Customs and Border Protection Service	73	24	37	7	1	69		1	1		9						11
Department of Immigration and Border Protection (Detention)	697	152	349	113	27	641	13	2	3	1	60	2		7		12	100
Department of Immigration and Border Protection (General)	1,074	459	530	75	41	1,105	15	5	21	1	65	3	2	5		3	120
Migration Review Tribunal and Refugee Review Tribunal	14	3	11	2		16					1						1
Office of the Migration Agents Registration Authority	22	2	12	9	1	24		1	6		3		1				11
Industry	110	25	57	14	5	101			2	11	4			1			18
Australian Nuclear Science and Technology Organisation	2	2		1		3											0
Australian Renewable Energy Agency	1		1			1											
Australian Skills Quality Authority	28	7	13	4	1	25				6				1			7
Commonwealth Scientific and Industrial Research Organisation	7	2	4		1	7					1						1
Department of Industry	47	6	26	7	3	42			2	2	2						6
Innovation Australia	1	1				1											
IP Australia	23	7	13	2		22				3	1						4
National Offshore Petroleum Safety and Environmental Management Authority	1																
Industry, Innovation, Climate Change, Science, Research and Tertiary Education	14	5	12	8		25				1	1					1	3
Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education	14	5	12	8		25				1	1					1	3
Infrastructure and Regional Development	76	20	39	3		62				2				1			3
Australian Maritime Safety Authority	2		2			2											
Australian Rail Track Corporation	3	1	1	1		3				1				1			2
Airservices Australia	6	3		1		4				1							1

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Civil Aviation Safety Authority	32	6	23			29											
Department of Infrastructure and Regional Development	33	10	12	1		23											0
National Capital Authority			1			1											
Infrastructure and Transport	10	5	6	1	4	16	1		1		2		1				5
Department of Infrastructure and Transport	10	5	6	1	4	16	1		1		2		1				5
Prime Minister and Cabinet	54	4	36	3	2	45		1			5						6
Australian Public Service Commission	3	1	2			3											
Central Land Council	1	1	1			2											
Indigenous Business Australia	6		6	2		8		1			1						2
Indigenous Land Corporation	1		1			1											
Northern Land Council	4		3			3											
Registrar of Indigenous Corporations	13	1	11		1	13					1						1
Department of the Prime Minister and Cabinet	25	1	11	1	1	14					3						3
Wreck Bay Aboriginal Council	1		1			1											
Regional Australia, Local Government, Arts and Sport	4	1				1											
Department of Regional Australia, Local Government, Arts and Sports	4	1				1											
Resources, Energy and Tourism					1	1			1								1
Department of Resources, Energy and Tourism					1	1			1								1
Social Services	6,804	3,204	2,720	651	183	6,758	88	69	90	17	537	178	21	50	33		1,083
Australian Aged Care Quality Agency	1																
Aged Care Standards and Accreditation Agency Ltd (The)	1		1			1											
Office of the Aged Care Commissioner	15	3	9		2	14					2						2
Australian Hearing			1			1											
Centrelink	4,966	2,513	1,875	417	110	4,915	64	34	52	10	336	145	12	36	24		713
Child Support Agency	1,426	512	667	201	64	1,444	19	34	33	7	179	31	6	12	7		328
Department of Human Services	290	132	128	25	7	292	4	1	3		16	2	2	1	2		31
Department of Social Services	45	13	14	8		35	1		2		4		1	1			9
National Disability Insurance Agency	14	7	4			11											
Social Security Appeals Tribunal	46	24	21			45											
Sustainability, Environment, Water, Population and Communities	3	1	3	4	1	9			1		3					1	5
Department of Sustainability, Environment, Water, Population and Communities	3	1	3	4	1	9			1		3					1	5
Treasury	1,644	654	854	121	63	1,692	28	22	30		128	22		4	3		237
Australian Bureau of Statistics	12	6	6			12											
Australian Competition and Consumer Commission	17	9	7	1		17					1						1
Australian Charities and Not-for-profits Commission	2	1	1			2											
Australian Prudential Regulation Authority	1		1			1											
Australian Securities and Investments Commission	162	44	108	10	6	168	2	1	1		12	1					17
Australian Taxation Office	1,369	570	689	96	56	1,411	26	21	28		104	21		4	3		207
Royal Australian Mint	1		1			1											
Australian Valuation Office	2		2	1		3					1						1
Productivity Commission	1	1				1											
Reserve Bank of Australia	5		3			3											
Superannuation Complaints Tribunal	46	12	27	8		47					6						6

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Tax Practitioners Board	23	10	8	4	1	23					4						4
Department of the Treasury	3	1	1	1		3			1								1
OMB/Out of Jurisdiction	5,952	4,555	1,410	1		5,966											0
Commonwealth Ombudsman	651	252	400			652											
Ombudsman FOI Requests	13	1	12			13											
Ombudsman PID	153	10	130	1		141											0
Out of Jurisdiction	5,135	4,292	868			5,160											
Overseas Student Ombudsman	518	25	257	171	73	526	17	4	106	1	114	33	9	5		5	294
Private Postal Operators	10	2	8			10											
FedEx - Federal Express (Australia) Pty Ltd	10	2	8			10											
<b>Grand Total</b>	<b>23,529</b>	<b>11,036</b>	<b>10,196</b>	<b>1,844</b>	<b>496</b>	<b>23,572</b>	<b>227</b>	<b>239</b>	<b>409</b>	<b>103</b>	<b>1,627</b>	<b>393</b>	<b>52</b>	<b>159</b>	<b>80</b>	<b>3,289</b>	