

TABLE 1 Complaints received, and complaints and issues finalised, 2003–04, *Ombudsman Act 1976* (including Freedom of Information)

| Agency | Complaints | | Outcomes of issues finalised | | | | | | | Total issues finalised |
|---|------------|-----------|------------------------------|------------------|--------------------------------|---------------------------------------|-----------------------------|-----------------------|---------------------|------------------------|
| | Received | Finalised | Agency defect | No agency defect | Resolved without determination | Ombudsman investigation not warranted | Advised to pursue elsewhere | Complaint not pursued | Out of jurisdiction | |
| Agriculture, Fisheries and Forestry | | | | | | | | | | |
| Australian Fisheries Management Authority | 5 | 5 | | | | 1 | 2 | 1 | 1 | 5 |
| Australian Quarantine and Inspection Service | 23 | 24 | 2 | 4 | 3 | 5 | 11 | 1 | | 26 |
| Australian Wine and Brandy Corporation | 1 | 1 | | | | | 1 | | | 1 |
| Department of Agriculture, Fisheries and Forestry | 9 | 9 | 1 | | | 2 | 6 | | 1 | 10 |
| Murray Darling Basin Commission | 1 | 1 | | | | | | | 1 | 1 |
| Attorney-General's | | | | | | | | | | |
| Administrative Appeals Tribunal | 11 | 10 | | 1 | | 2 | 3 | | 4 | 10 |
| Attorney-General's Department | 24 | 20 | 1 | 4 | 2 | 5 | 6 | | 3 | 21 |
| Australian Crime Commission | 6 | 7 | | | | 7 | 5 | | | 12 |
| Australian Customs Service | 73 | 73 | 3 | 6 | 3 | 9 | 51 | 5 | 6 | 83 |
| Australian Protective Service | 7 | 10 | | | | 7 | 1 | 2 | 2 | 12 |
| Director of Public Prosecutions | 11 | 12 | | 2 | | 1 | 8 | | 1 | 12 |
| Family Court of Australia | 90 | 91 | 1 | 4 | 2 | 17 | 33 | 10 | 28 | 95 |
| Federal Court of Australia | 8 | 7 | 1 | | | | 4 | | 2 | 7 |
| Federal Magistrates Court | 1 | 1 | 1 | | | | | | | 1 |
| High Court of Australia | 6 | 5 | | | | 2 | 1 | 1 | 1 | 5 |
| Insolvency and Trustee Service, Australia | 78 | 78 | 4 | 15 | 7 | 13 | 36 | 14 | 1 | 90 |
| Privacy Commissioner | 8 | 8 | | 1 | | 5 | 2 | | | 8 |
| Commonwealth Parliamentary | | | | | | | | | | |
| Senate | 2 | 2 | 1 | | | | | | 1 | 2 |
| Communications, Information Technology and the Arts | | | | | | | | | | |
| Australian Broadcasting Authority | 11 | 10 | | 1 | | 3 | 5 | 1 | 1 | 11 |
| Australian Broadcasting Corporation | 9 | 9 | | | | 1 | 5 | 3 | | 9 |
| Australian Communications Authority | 12 | 10 | | 3 | 1 | 3 | 2 | 1 | | 10 |
| Australian Film, Television and Radio School | 1 | 1 | | | | | | | 1 | 1 |
| Australian Postal Corporation | 1,079 | 1,082 | 143 | 161 | 149 | 175 | 457 | 50 | 15 | 1,150 |
| Australian Sports Commission | 3 | 4 | | | | 1 | 1 | 2 | | 4 |
| Department of Communications, Information Technology and the Arts | 5 | 6 | | | 2 | 1 | 2 | 1 | | 6 |
| National Archives of Australia | 1 | 1 | 1 | | | | | | | 1 |
| National Gallery of Australia | 1 | 1 | | | | | | | 1 | 1 |
| Special Broadcasting Service Corporation | 1 | 1 | | | | 1 | | | | 1 |
| Telstra Corporation | 101 | 105 | | 4 | 1 | 11 | 76 | 5 | 13 | 110 |

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| Defence | | | | | | | | | | |
| Australian Army | 205 | 202 | 14 | 9 | 16 | 49 | 105 | 30 | 6 | 229 |
| Australian Defence Force Academy | 2 | 1 | | | | | 1 | | | 1 |
| Defence Force Retirement and Death Benefits Authority | 5 | 5 | | | | | 4 | 1 | | 5 |
| Defence Housing Authority | 23 | 21 | | | 2 | 3 | 12 | 4 | 1 | 22 |
| Defence Service Homes | 1 | 1 | | | | | 1 | | | 1 |
| Department of Defence | 135 | 128 | 11 | 7 | 6 | 21 | 63 | 16 | 15 | 139 |
| Department of Veterans' Affairs | 172 | 171 | 12 | 26 | 16 | 44 | 73 | 15 | 9 | 195 |
| Frontline Defence Services | | 1 | 1 | 2 | | | | | | 3 |
| Royal Australian Air Force | 79 | 74 | 4 | 10 | 7 | 17 | 37 | 8 | 4 | 87 |
| Royal Australian Navy | 68 | 68 | | 9 | 4 | 17 | 30 | 8 | 2 | 70 |
| Education, Science and Training | | | | | | | | | | |
| Australian National Training Authority | 3 | 2 | | | 1 | | | | 1 | 2 |
| Australian National University | 11 | 14 | 1 | 3 | 2 | 5 | 2 | 4 | 2 | 19 |
| Australian Nuclear Science and Technology Organisation | 3 | 2 | | | | | 1 | | 1 | 2 |
| Commonwealth Scientific and Industrial Research Organisation | 1 | 1 | 1 | | | | | | | 1 |
| Department of Education, Science and Training | 22 | 23 | | 6 | 1 | 5 | 5 | 5 | 2 | 24 |
| Employment and Workplace Relations | | | | | | | | | | |
| Australian Industrial Registry | 3 | 3 | | 1 | | 1 | | | 3 | 5 |
| Comcare | 116 | 107 | 5 | 14 | 12 | 34 | 53 | 11 | 4 | 133 |
| Department of Employment and Workplace Relations | 295 | 283 | 11 | 56 | 26 | 37 | 134 | 33 | 9 | 306 |
| Office of the Employment Advocate | | 1 | | 1 | | | | | | 1 |
| Environment and Heritage | | | | | | | | | | |
| Australian Antarctic Division | 1 | 1 | | | | | 1 | | | 1 |
| Australian Heritage Council | 1 | 1 | | | | | 1 | | | 1 |
| Bureau of Meteorology | 1 | 1 | | 1 | | | | | | 1 |
| Department of the Environment and Heritage | 15 | 13 | | 1 | | 2 | 9 | | 4 | 16 |
| Great Barrier Reef Marine Park Authority | 5 | 3 | | 1 | | 2 | 1 | | | 4 |
| Family and Community Services | | | | | | | | | | |
| Centrelink | 8,084 | 8,075 | 620 | 1,045 | 674 | 890 | 5,352 | 198 | 58 | 8,837 |
| Child Support Agency | 1,951 | 1,931 | 164 | 463 | 216 | 355 | 1,014 | 85 | 14 | 2,311 |
| Department of Family and Community Services | 16 | 13 | 1 | | | 4 | 7 | | 2 | 14 |
| Social Security Appeals Tribunal | 15 | 15 | | | | 6 | 7 | 2 | | 15 |

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| Finance and Administration | | | | | | | | | | |
| Australian Electoral Commission | 8 | 7 | 1 | 1 | | 2 | 3 | 1 | | 8 |
| Commissioner for Superannuation (ComSuper) | 39 | 41 | 2 | 4 | 4 | 12 | 19 | 2 | | 43 |
| Department of Finance and Administration | 4 | 4 | 1 | | | | 3 | | | 4 |
| Foreign Affairs and Trade | | | | | | | | | | |
| Australian Agency for International Development (AusAID) | 3 | 2 | | 1 | | | 1 | | | 2 |
| Australian Trade Commission | 4 | 4 | | 1 | | | 1 | 2 | | 4 |
| Department of Foreign Affairs and Trade | 99 | 101 | 4 | 21 | 12 | 31 | 40 | 7 | 3 | 118 |
| Export Finance and Insurance Corporation | | 1 | | | | 1 | | | | 1 |
| Health and Ageing | | | | | | | | | | |
| Department of Health and Ageing | 101 | 97 | 3 | 14 | 5 | 17 | 46 | 8 | 9 | 102 |
| Health Insurance Commission | 137 | 131 | 3 | 28 | 20 | 28 | 52 | 7 | 7 | 145 |
| Health Services Australia | 3 | 4 | | 1 | | 1 | 2 | | | 4 |
| Office of Hearing Services | 4 | 4 | 1 | 1 | 1 | 2 | | | | 5 |
| National Health and Medical Research Council | | 3 | | 1 | | 2 | | | | 3 |
| Immigration and Multicultural and Indigenous Affairs | | | | | | | | | | |
| Aboriginal and Torres Strait Islander Commission | 44 | 42 | 1 | | 5 | 7 | 21 | 8 | 1 | 43 |
| Aboriginal and Torres Strait Islander Services | 24 | 17 | 4 | 1 | 2 | | 7 | 4 | | 18 |
| Aboriginal Hostels Limited | 1 | 1 | | | | | 1 | | | 1 |
| ATSIC Regional Council Zones | 2 | 2 | | | | | 1 | 1 | | 2 |
| Australian Institute of Aboriginal and Torres Strait Islander Studies | 1 | 1 | | | | 1 | | | | 1 |
| Central Land Council | 2 | 3 | | | | | 1 | 2 | | 3 |
| Department of Immigration and Multicultural and Indigenous Affairs | 865 | 908 | 76 | 176 | 181 | 265 | 269 | 73 | 11 | 1,051 |
| Indigenous Land Corporation | 2 | 2 | | | 1 | | 1 | | | 2 |
| Migration Review Tribunal | 20 | 18 | 1 | 2 | | 7 | 4 | 2 | 2 | 18 |
| Northern Land Council | 2 | 2 | | | 1 | | 1 | | | 2 |
| Refugee Review Tribunal | 6 | 4 | | | | | 4 | | | 4 |
| Registrar of Aboriginal Corporations | 2 | 2 | | 1 | | | | 1 | | 2 |
| Torres Strait Regional Authority | | 1 | | | | | | 1 | | 1 |

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| Industry, Tourism and Resources | | | | | | | | | | |
| Australian Tourist Commission | 1 | 1 | | | | | 1 | | | 1 |
| Department of Industry, Tourism and Resources | 10 | 8 | | 1 | | 1 | 4 | 1 | 1 | 8 |
| IP Australia | 8 | 8 | | | | 1 | 6 | 1 | | 8 |
| Prime Minister and Cabinet | | | | | | | | | | |
| Australian Public Service Commission | 1 | 2 | | | | 6 | 1 | | | 7 |
| Department of the Prime Minister and Cabinet | 6 | 6 | | | | 2 | | 3 | 1 | 6 |
| Governor-General and Commander-in-Chief | | 1 | | | | 1 | | | | 1 |
| National Australia Day Council | 1 | 1 | | | | | 1 | | | 1 |
| Transport and Regional Services | | | | | | | | | | |
| Airservices Australia | 7 | 7 | | 2 | | 3 | 2 | | 2 | 9 |
| Australian Maritime Safety Authority | 3 | 3 | | 1 | | 1 | 2 | | | 4 |
| Civil Aviation Safety Authority | 13 | 10 | 1 | | | 3 | 5 | 1 | 1 | 11 |
| Department of Transport and Regional Services | 104 | 107 | 3 | 14 | 7 | 64 | 15 | 10 | 2 | 115 |
| National Capital Authority | 5 | 2 | | 1 | 1 | 1 | | | | 3 |
| Sydney Airports Corporation Limited | 1 | 1 | | | | | | | 1 | 1 |
| Treasury | | | | | | | | | | |
| Australian Bureau of Statistics | 58 | 58 | 1 | 4 | 2 | 14 | 38 | 1 | 1 | 61 |
| Australian Competition and Consumer Commission | 22 | 20 | 1 | 4 | 2 | 6 | 6 | 6 | | 25 |
| Australian Prudential Regulation Authority | 52 | 51 | 2 | 2 | 1 | 22 | 17 | 5 | 2 | 51 |
| Australian Securities and Investments Commission | 114 | 104 | | 26 | 3 | 37 | 33 | 17 | 2 | 118 |
| Australian Taxation Office | 1,711 | 1,730 | 76 | 256 | 80 | 309 | 1,024 | 122 | 37 | 1,904 |
| Department of the Treasury | 4 | 4 | | | | 1 | 1 | 2 | | 4 |
| Superannuation Complaints Tribunal | 17 | 16 | 2 | 4 | 2 | 1 | 4 | 3 | 1 | 17 |
| TOTAL | 16,332 | 16,297 | 1,187 | 2,429 | 1,483 | 2,613 | 9,268 | 808 | 304 | 18,092 |