

Table A1—Approaches and complaints received and finalised about Australian Government agencies, 2005–06, *Ombudsman Act 1976* (including freedom of information).

Table A2—Australian Federal Police complaint issues finalised, 2005–06, *Complaints (Australian Federal Police) Act 1981*.

Table A3—Australian Federal Police method of handling complaint issues finalised, 2005–06, *Complaints (Australian Federal Police) Act 1981*.

EXPLANATIONS OF TERMS USED IN APPENDIX 4 TABLES

Advised to pursue elsewhere—complainant advised to pursue complaint directly with agency, court or tribunal, industry or subject specialist, member of parliament or minister

AFP investigation—AFP investigation of complaints against AFP members and review by the Ombudsman

AFP workplace resolution—complaints managed by the AFP in the workplace and reviewed by the Ombudsman

Approach/complaint not pursued—withdrawn by complainant, or written complaint requested but not received

Approaches/complaints finalised—approaches/complaints finalised in 2005–06, including some complaints carried over from previous years

Approaches/complaints received—approaches/complaints received in 2005–06

Category 1 approaches—resolved without investigation; outcomes include decisions not to investigate and referrals to appropriate agency or authority

Category 2 approaches—approaches that cannot be resolved at category 1 and require further internal enquiries/research or more information from the complainant, resolved without contacting the agency

Category 3 approaches—agency contacted and investigation conducted

Category 4 approaches—further investigation conducted, as the complaint/approach was not able to be resolved in category 3

Conciliated—complaint conciliated through the AFP’s workplace-resolution process and reviewed by the Ombudsman

Incapable of determination—sufficient evidence was not available to support a clear conclusion

Issues—approaches/complaints can contain a number of issues, each requiring a separate decision as to whether to investigate; each issue may result in a separate outcome

Ombudsman decision not to investigate—the Ombudsman may decide not to investigate where a person has not tried to resolve their problem directly with the relevant agency or there is a more appropriate avenue of review available

Ombudsman investigation (Table A3)—investigation, following consideration by the AFP, asking more questions and reviewing the agency’s files, policies and procedures

Ombudsman investigation not warranted—investigation of the approach/complaint judged to be unnecessary for one of the following reasons: over 12 months old, frivolous or not in good faith, insufficient interest, related to commercial activity, or ‘not warranted’ having regard to all the circumstances; this includes approaches/complaints that were considered by the AFP and reviewed by the Ombudsman where further investigation was not warranted

Out of jurisdiction—complaint not within the Ombudsman’s legal powers

Remedies—complaints can contain a number of issues, each requiring separate investigation and possibly resulting in a number of different remedies

Special investigation—investigations conducted under section 46 of the Complaints Act may be conducted solely by the Ombudsman or jointly with the AFP

Substantiated—complaint issue was found to be true

Unsubstantiated—there were no grounds for the complaint issue.

TABLE A1 APPROACHES AND COMPLAINTS RECEIVED AND FINALISED ABOUT AUSTRALIAN GOVERNMENT AGENCIES, 2005–06, *OMBUDSMAN ACT 1976* (INCLUDING FREEDOM OF INFORMATION)

Agency	Received		Finalised					Remedies									
	Out of jurisdiction	In jurisdiction	Not investigated		Investigated			Total	Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Total remedies
			Category 1	Category 2	Category 3	Category 4											
Agriculture, Fisheries and Forestry																	
Department of Agriculture, Fisheries and Forestry	2	17	10	5	2	1	18					2					2
Australian Fisheries Management Authority		6	1	2	1		4					1					1
Australian Quarantine and Inspection Service	1	30	31	11	8	5	6	30		2		6	1	1	1	1	11
Australian Wine and Brandy Corporation		1	1														
Attorney-General's																	
Attorney-General's Department	3	30	33	10	9	4	8	31		1		2					6
Administrative Appeals Tribunal		32	32	21	7	1	2	31	1	1		3					5
Australian Crime Commission	1	8	9	2	4	3	1	10									
Australian Transaction Reports and Analysis Centre (AUSTRAC)	1	2	3	2	1		3										
CrimTrac		1	1	1	1		1										
Australian Customs Service	6	115	121	66	28	12	10	116	2	3		8	1	2	1	2	16
Director of Public Prosecutions	1	10	11	5	2	1	1	9									1
Family Court of Australia	10	88	98	63	22	9	1	95		1		6		1			8
Federal Court of Australia	17	17	17	7	4	5	1	17				6					7
Federal Magistrates Court	1	7	8	2	3	1	2	8				1					1
High Court of Australia	2	11	13	6	5			11									
Insolvency and Trustee Service Australia	5	71	76	33	14	12	18	77	5	3	3	10	2				25
National Native Title Tribunal		4	4	2	1			3									
Office of Film and Literature Classification		3	3	2			1	3				1					1
Office of the Privacy Commissioner	2	44	46	14	18	8	5	45	1			4		1			6
Commonwealth Parliament																	
Department of Parliamentary Services							1	1									
Department of the Senate	1		1														
Communications, Information Technology and the Arts																	
Department of Communications, Information Technology and the Arts	1	13	14	5	2	3	1	11	1			2					4
Australian Broadcasting Corporation	2	14	16	13	2			15									
Australian Communications and Media Authority	3	30	33	15	5	4	10	34	1	1		7		1			12
Australian Film Commission		2	2	2		2		2				2					1
Australian Film, Television and Radio School		1	1		1			1									1

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			Category 1	Category 2	Category 3	Category 4									
National Archives of Australia	3	3	3	2	1	6	1				1				3
Australian Sports Commission		1	1	1		3									
Australia Council for the Arts		1	1			1									
Australian Postal Corporation	24	1,303	517	162	389	212	1,280	92	112	40	24	254	126	15	98 761
National Gallery of Australia		1	1			1									
Special Broadcasting Service Corporation	1	1	1			1									
Telstra Corporation	21	210	161	54	11	6	232	3	1		7				12
Defence															
Department of Defence	17	121	138	39	26	20	138	7	5	4	18			1	35
Australian Defence Force Academy	1	2	3	2	1		3								
Royal Australian Air Force	3	77	80	19	16	16	79	4	2	2	3	3	1	1	16
Australian Army	10	159	169	65	40	24	164	11	2	3	19	1	2	1	39
Defence Force Retirement and Death Benefits Authority		1	1	1			1								
Defence Housing Authority	2	27	29	15	5	6	32	2	1		3	1	1	3	11
Defence Service Homes		2	2		1		1								
Department of Veterans' Affairs	23	253	276	112	42	66	46	266	8	4	3	32	4	3	12 66
Royal Australian Navy	4	50	54	17	12	17	11	57	5	1	3	5	1		15
Education, Science and Training															
Department of Education, Science and Training		32	32	15	11	5	2	33	1	2		2	1	2	9
Australian Nuclear Science and Technology Organisation	1	1	2	2			2								
Australian National Training Authority		1	1	1			1								
Australian National University		9	9	4	1	1	2	8				1			1
Commonwealth Scientific and Industrial Research Organisation		2	2	1	1		2								
Employment and Workplace Relations															
Department of Employment and Workplace Relations	24	394	418	226	70	56	59	411	10	5	10	48	10	3	14 100
Australian Industrial Registry		5	5	2	1	1	2	5				1			1
Comcare	4	85	89	39	22	10	19	90	5	7	12	5	3	2	34
Office of the Employment Advocate		10	10	2	4	3	2	11	2		1				3
Environment and Heritage															
Department of the Environment and Heritage	1	10	11	6	1	1	2	10	1						2
Australian Heritage Council		2	2	2			2								
Great Barrier Reef Marine Park Authority		3	3	1		1	2								
Bureau of Meteorology		2	2	1	1		1								

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	Out of jurisdiction	In jurisdiction	Not investigated		Investigated		Total	Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Total remedies
			Category 1	Category 2	Category 3	Category 4										
Families, Community Services and Indigenous Affairs																
Department of Families, Community Services and Indigenous Affairs	2	30	32	17	7	4	6	34	1		3					5
Aboriginal Hostels Limited		1	1		1			1								1
Indigenous Land Corporation		2	2		1		1	2								
Office of Indigenous Policy Coordination	1	13	14	5	10	1	1	17	1		1					2
Office of the Registrar of Aboriginal Corporations	2	6	8	6	2			8								
Social Security Appeals Tribunal	2	21	23	13	7	2		22								
Tiwi Land Council		1	1					1		1						1
Torres Strait Regional Authority		1	1					1								
Finance and Administration																
Department of Finance and Administration	1	10	11	3	5	1	1	10								
Australian Electoral Commission	2	20	22	9	6	2	3	20			1					1
Commissioner for Superannuation (ComSuper)	7	34	41	17	11	6	7	41			3		1		2	6
Department of Human Services		1	1	1				1								
– Centrelink	238	7,095	7,333	4,707	635	1,143	853	7,338	384	155	141	11	831	220	38	2,034
– Commonwealth Rehabilitation Service	1	16	17	8	8	1	2	19				1				1
– Child Support Agency	36	1,891	1,927	898	270	403	363	1,934	101	70	44	5	470	54	38	868
– Health Services Australia		6	6	3	2		1	6					2			2
– Medicare Australia	7	149	156	80	23	25	27	155	6	5	3	2	20	5	2	9
Foreign Affairs and Trade																
Department of Foreign Affairs and Trade	4	136	140	67	19	29	24	139	4	3	6	24	2	1	4	44
Australian Agency for International Development (AusAID)		5	5	2	3		1	6								
Australian Trade Commission (Austrade)		9	9	8	1			9								
Health and Ageing																
Department of Health and Ageing	6	132	138	60	36	21	13	130	5	1	1	7	1	1	2	18
Office of Hearing Services		1	1	1	1	1		2								
Food Standards Australia and New Zealand		3	3	1	2			3								
National Health and Medical Research Council		1	1	1	1			1								

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	Out of jurisdiction	In jurisdiction	Total received	Category 1	Category 2	Category 3	Category 4	Total	Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Total remedies
Immigration and Multicultural Affairs																	
Department of Immigration and Multicultural Affairs	50	1,250	1,300	403	290	248	236	1,177	67	38	27	175	17	28	50	402	
Migration Agents Registration Authority		13	13	6	2	1	6	15	1	1	1	1			2	6	
Migration Review Tribunal		26	26	9	8	6	4	27	4	1	1	4				11	
Refugee Review Tribunal	1	3	4	1	2	1	1	5				1					
Industry, Tourism and Resources																	
Department of Industry, Tourism and Resources		5	5		1	2	1	4									
IP Australia		11	11	3	2	3	2	10	1	1		3	1	1		7	
Industry Research and Development Board		1	1				1	1									
Prime Minister and Cabinet																	
Department of the Prime Minister and Cabinet	2	8	10	7	1	2	10	10	1			1				2	
Australian Public Service Commission	2	8	10	7	2		1	10									
Governor-General and Commander-in-Chief		3	3	1	1	1		3									
Transport and Regional Services																	
Department of Transport and Regional Services	2	51	53	17	12	9	10	48	5			6				11	
Airservices Australia	1	6	7	5	2		7	7									
Civil Aviation Safety Authority	5	45	50	23	12	12	4	51	2	3	2	10			1	18	
National Capital Authority		2	2	1	1		2	4							1	1	
Treasury																	
The Treasury	1	7	8	5	3		8	8									
Australian Bureau of Statistics		60	60	43	7	7	3	60		2	1	7		2	2	14	
Australian Competition and Consumer Commission	3	31	34	15	10	1	8	34				1				1	
Australian Prudential Regulation Authority	2	44	46	25	9	5	6	45	2			5		1		8	
Australian Securities and Investments Commission	5	183	188	63	58	33	42	196	5	3	6	19	9	2	10	54	
Australian Taxation Office	72	1,451	1,523	823	454	155	204	1,636	49	36	15	131	38	10	35	314	
Royal Australian Mint		1	1		1			1									
National Competition Council		1	1														
Reserve Bank of Australia		2	2	1	1			2									
Superannuation Complaints Tribunal		11	11	3	4	1	2	10	2	1		1				4	
ACT Government Agencies																	
ACT Government Agencies	28	484	512	248	114	99	61	522	6	6	4	1	10	8	1	4	40
Australian Federal Police																	
Australian Federal Police	32	769	801					723									
Approaches about out-of-jurisdiction agencies/requests for information																	
	10,147		10,147					10,129									
TOTAL	10,943	17,384	28,227	9,181	2,668	2,961	2,396	28,058	808	479	324	44	2,202	513	163	610	5,143

Note: Table A1 includes total number of approaches and complaints received and finalised about ACT Government agencies and AFP ACT Policing. Detailed information is in the ACT Ombudsman Annual Report 2005–2006 (see www.ombudsman.act.gov.au).

TABLE A2 AUSTRALIAN FEDERAL POLICE COMPLAINT ISSUES FINALISED, 2005–06, *COMPLAINTS (AUSTRALIAN FEDERAL POLICE) ACT 1981*

Complaints	Received	801
	Finalised	723
Outcome of issues finalised	Conciliated	319
	Incapable of determination	13
	Substantiated	9
	Unsubstantiated	52
	Ombudsman investigation not warranted	295
	Advised to pursue elsewhere	31
	Approach not pursued	60
	Out of jurisdiction	61
	Total issues finalised	840

TABLE A3 AUSTRALIAN FEDERAL POLICE METHOD OF HANDLING COMPLAINT ISSUES FINALISED, 2005–06, *COMPLAINTS (AUSTRALIAN FEDERAL POLICE) ACT 1981*

Method of handling complaint issues finalised	Out of jurisdiction	55
	Ombudsman decision not to investigate	143
	Ombudsman investigation	152
	AFP workplace resolution	402
	AFP investigation	87
	Special investigation	1
	Total issues finalised	840

Note: The office reviews and audits its statistical data. Minor adjustments to statistics used in this report may occur as a result of such reviews.