

Table A1—Approaches and complaints received and finalised about Australian Government agencies, 2006–07, *Ombudsman Act 1976* (including freedom of information)

Table A2—Australian Federal Police complaints received and finalised, complaint issues finalised, 2006–07

Table A3—Australian Federal Police method of handling complaint issues finalised, 2006–07

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 evaluation—AFP conducted preliminary enquiries to evaluate the merits of a complaint and reviewed by the Ombudsman

AFP investigation—AFP investigated complaint against AFP members and reviewed by the Ombudsman

AFP workplace resolution—complaint 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Approach/complaint not pursued—withdrawn by complainant, or written complaint requested but not received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 2006–07, including some complaints carried over from previous years

Approaches/complaints received—approaches/complaints received in 2006–07

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—investigation conducted and agency contacted

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

Category 5 approaches—further investigation conducted, as the complaint/approach was not able to be resolved in category 4; involves formal reporting processes

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 (for complaints being dealt with under the Complaints Act)—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 investigation or further investigation would serve no useful purpose having regard to all the circumstances

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 s 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, 2006–07, OMBUDSMAN ACT 1976 (INCLUDING FREEDOM OF INFORMATION)

AGENCY NAME	RECEIVED		FINALISED					REMEDIES								
	Total	Not investigated	Investigated					Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Total
			Category 1	Category 2	Category 3	Category 4	Category 5									
Agriculture, Fisheries and Forestry																
Department of Agriculture, Fisheries and Forestry	12	1	7	1												
Australian Fisheries Management Authority	9	2	7	1												
Australian Quarantine and Inspection Service	35	15	10	11	1		2		3	4	1				10	
Australian Wine and Brandy Corporation	1			1						1					1	
Grape and Wine Research and Development Corporation	1			1											1	
Attorney-General's																
Attorney-General's Department	24	6	13	3	2				1	2				1	4	
Administrative Appeals Tribunal	41	15	24	2						2				1	3	
Australian Crime Commission	9	5	1	2			1				1				2	
CrimTrac	2	2	1													
Australian Customs Service	123	38	55	26	5				3	1	2			2	33	
Family Court of Australia	64	35	23	11					3	1	4			2	11	
Federal Court of Australia	23	8	11	2	1				1		2				3	
Federal Magistrates Court of Australia	5	2	2													
High Court of Australia	6	1	4	3						1					1	
Insolvency and Trustee Service Australia	60	17	26	9	5				1	1	5				7	
National Native Title Tribunal	2		2	1												
Office of the Commonwealth Director of Public Prosecutions	5		5										1		2	
Office of the Privacy Commissioner	45	12	33	2							2			1	3	
Commonwealth Parliamentary																
Department of Parliamentary Services	1		1												1	
Communications, Information Technology and the Arts																
Department of Communications, Information Technology & the Arts	9	1	7	3	1						2				2	
Australia Council for the Arts	1	1													1	
Australian Broadcasting Corporation	14	4	9	1	1										15	
Australian Communications and Media Authority	46	12	26	5	3				3	1	7	1			15	
Australian Film Commission	3	2							1						3	
Australian Institute of Sport	1		1												1	
Australian Postal Corporation	1,819	563	529	650	56				84	140	93	29	325	176	20	
Australian Sports Anti-Doping Authority	1	1													115	
National Archives of Australia	5	2	3												982	
National Gallery of Australia	1	1													5	
National Library of Australia	4	1	3												1	

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Special Broadcasting Service Corporation	1			1												
Telstra Corporation	228	175	48	4	2		229	2	1		4	1	1	1	9	
Defence																
Department of Defence	106	35	53	16	5		109	3	1	4	3	2			13	
Royal Australian Navy	50	14	23	12	1		50	1		3	4			1	9	
Australian Army	145	37	67	41	3		148	10	2	6	25	1			44	
Royal Australian Air Force	57	14	30	14	5		63	4	2	2	10	2		2	20	
Department of Veterans' Affairs	256	56	93	94	11		254	9	3	5	44	8	4	3	76	
Australian Defence Force Academy	3	2	1				3									
Australian Navy Cadets	5	2	1	1	1		5				3				3	
Australian War Memorial	1		1				1									
Defence Force Retirement and Death Benefits Authority	8	2	4				6									
Defence Housing Australia	36	8	20	5			33	2		1	2		1		6	
Defence Service Homes				1			1									
Frontline Defence Services	1	1					1									
Veterans' Review Board	2	1	1				2									
Education, Science and Training																
Department of Education, Science and Training	24	13	8	1			22									
Australian National University	12	6	6	3			9				1				1	
Australian Nuclear Science and Technology Organisation	2		2				2									
Commonwealth Scientific and Industrial Research Organisation	4	2	1				3									
Employment and Workplace Relations																
Department of Employment and Workplace Relations	567	270	177	84	28		559	10	3	11	56	6	1	9	96	
Australian Fair Pay Commission	5	1	4				5									
Australian Industrial Registry	3	1	2				3									
Comcare	97	28	46	24	3		101	9	5	2	15	1		1	33	
Office of the Employment Advocate	1	1					1									
Office of Workplace Services	30	9	8	6			23			1	3				4	
Environment and Water																
Department of the Environment and Water Resources	26	4	14	5	4		27		1	1	4			2	8	
Bureau of Meteorology					1		1									
Great Barrier Reef Marine Park Authority					1		1				1				1	
Families, Community Services and Indigenous Affairs																
Department of Families, Community Services and Indigenous Affairs	43	18	18	6	5		47	2	1	3	3		1		10	

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			Category 1	Category 2	Category 3	Category 4	Category 5									
Aboriginal Hostels Limited	2	2					2									
Indigenous Business Australia	10	4	1	2	2		1				2					3
Indigenous Land Corporation	4	1	2													
Northern Land Council	7	4	3													
Office of Indigenous Policy Coordination	3	1														
Office of the Registrar of Aboriginal Corporations	5	2	2	1												
Social Security Appeals Tribunal	58	26	19	10	1					9						9
Tiwi Land Council	3	1	1	1			1									1
Finance and Administration																
Department of Finance and Administration	28	5	12	5	2											24
Australian Electoral Commission	27	9	11	7			2	3	1		4					11
Commissioner for Superannuation (ComSuper)	37	14	16	9	1		3	2		5	1					12
Remuneration Tribunal	1	1														1
Foreign Affairs and Trade																
Department of Foreign Affairs and Trade	155	57	57	24	8		6	2	3		21	2	2	3		39
Australian Agency for International Development (AusAID)	5	1	1													2
Australian Trade Commission	4	3	1		1				1					1		2
Export Finance and Insurance Corporation	2	1														
Health and Ageing																
Department of Health and Ageing	113	49	50	22	4		2	1	3		14					20
Aged Care Standards and Accreditation Agency Ltd (The)	2			1												1
Office of Hearing Services	2	1	1						2			1				3
Australian Institute of Health and Welfare	1			1			1	1								2
National Health and Medical Research Council	1				1											
Human Services																
Department of Human Services	9	1	2	1	1				1		1					2
Australian Hearing	3	2		1					1		1					2
Centrellink	6,987	4,149	1,531	1,120	76	1	229	105	197	9	619	209	12	56	1,486	
Child Support Agency	1,790	728	543	458	50		66	53	65	5	345	39	4	39	616	
Commonwealth Rehabilitation Service	31	18	11	2			1				1				2	
Health Services Australia	7	1	1	4							2			1	4	
Medicare Australia	123	49	36	29	2		10	5	7	1	12	3		1	39	
Immigration and Citizenship																
Department of Immigration and Citizenship	1,379	267	596	482	94	1	102	30	76	3	356	22	10	70	669	
Migration Agents Registration Authority	13	3	6		1			1							1	

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	Total	Not investigated	Investigated					Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Total
			Category 1	Category 2	Category 3	Category 4	Category 5									
Migration Review Tribunal	23	4	14	4	4	3	1				6				7	
Refugee Review Tribunal	7	1	4	3							3				3	
Industry, Tourism and Resources																
Department of Industry, Tourism and Resources	48	18	20	7							1	3	1		5	
AusIndustry	6	5													5	
IP Australia	14	4	7	2	2						1	1			2	
Prime Minister and Cabinet																
Department of the Prime Minister and Cabinet	14	5	6	2											13	
Australian National Audit Office	1	1													1	
Australian Public Service Commission	15	11	5												16	
Governor-General and Commander-in-Chief	5	1	3												4	
Transport and Regional Services																
Department of Transport and Regional Services	41	7	21	8	6		1	1			9		1		12	
Australian Maritime College	3	1	1	1				1					1		3	
Civil Aviation Safety Authority	18	7	9	2	1		1	1					1		4	
National Capital Authority	2	2													2	
Treasury																
The Treasury	7	2	4												6	
Australian Bureau of Statistics	105	75	22	7	1		1	1	1		5	1	1		10	
Australian Competition and Consumer Commission	28	14	11	6	2						3				3	
Australian Prudential Regulation Authority	55	30	18	7	1		1	1			3	1			6	
Australian Securities and Investments Commission	192	43	106	17	14		2	2	1		16	3		4	28	
Australian Taxation Office	1,261	550	535	159	28		26	21	13	1	82	23	2	13	181	
Australian Valuation Office	2	1	1												2	
National Competition Council					1										1	
Productivity Commission	1	1													1	
Reserve Bank of Australia	2	2													2	
Royal Australian Mint	4	2	2												4	
Superannuation Complaints Tribunal	22	10	8	4			1				1				2	
Tax Agents Board	7	1	6												7	
Australian Federal Police	694	75	478	190	1	1	2	4	1	8	6				23	
Private Postal Operator	1															
ACT Government Agencies	528	207	148	129	14	4	16	8	9		60	7	7	2	109	
Approaches about out-of-jurisdiction agencies/requests for information	15,319	13,386	1,914				15,300									
TOTAL	33,322	21,296	7,687	3,779	464	8	33,234	622	411	523	2,142	521	71	336	4,683	

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 2006–2007 (www.ombudsman.act.gov.au).

TABLE A2 AUSTRALIAN FEDERAL POLICE COMPLAINTS RECEIVED, COMPLAINT ISSUES FINALISED, 2006–07⁽¹⁾

		Complaints Act	Ombudsman Act	Total
Complaints	Received	517	177	694
	Finalised	591	154	745

Outcome of issues finalised	Conciliated	191		191
	Incapable of determination	9		9
	Substantiated	16		16
	Unsubstantiated	37		37
	Ombudsman investigation not warranted	382	22	404
	Advised to pursue elsewhere	18	121	139
	Approach/complaint not pursued	68	2	70
	Out of jurisdiction	8	12	20
	Total issues finalised	729	157	886

(1) The categories of 'conciliated', 'incapable of determination', 'substantiated' and 'unsubstantiated' are not applicable to complaints dealt with under the Ombudsman Act.

TABLE A3 AUSTRALIAN FEDERAL POLICE METHOD OF HANDLING COMPLAINT ISSUES FINALISED, 2006–07⁽¹⁾⁽²⁾

		Complaints Act	Ombudsman Act	Total
Method of handling complaint	Ombudsman decision not to investigate	180	157	337
	Ombudsman investigation	43		43
	AFP investigation	62		62
	AFP workplace resolution	275		275
	AFP evaluation ⁽²⁾	169		169
	Special investigation	0		0
	Total issues finalised	729	157	886

(1) The only categories applicable under the Ombudsman Act are 'Ombudsman decision not to investigate' and 'Ombudsman investigation'.

(2) The addition of the method 'AFP evaluation' to this table means that figures for 'Ombudsman decision not to investigate' and 'Ombudsman investigation' under the Complaints Act are not comparable to the statistics for previous years.

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.