

**Document created under s 17 of the Freedom of Information Act**

<b>Requested data</b> (Data current as of 30 June 2025)	<b>Total</b>
Total number of open cases with the Commonwealth Ombudsman:	<b>6,649</b>
Total number of new cases submitted this year (2025):	<b>11,878</b> (since 1 January 2025)
Total number of fulltime staff who process these cases:	<b>104</b>
Total number of part-time/casual staff who process these cases:	<b>29</b>
Total number of support staff for these cases:	<b>51 staff</b> (being the number of staff in the Corporate Branch of the Office.)
The amount of time the longest case has been open:	<b>1,520 days</b>
An average of the amount of time cases have been open:	<b>111 days</b>

**Notes:**

- 'Cases' includes only complaints within the ACT & Commonwealth Investigations, Defence Abuse, Industry, Public Interest Disclosure and National Student Ombudsman functions.
- Contractors may appear in our information management systems as fulltime workers although engaged as part-time by labour hire firms.
- Not all staff in these sections would necessarily be working on complaint cases directly.
- There may be discrepancies in the data resulting from staff turnover or changes from fulltime to part-time work and vice versa.