



Australian Government

Commonwealth Ombudsman Office of the Commonwealth Ombudsman

The Commonwealth Attorney-General, Senator the Hon Michaelia Cash, is seeking expressions of interest from suitably qualified persons for appointment as the Commonwealth Ombudsman. The position is established under the *Ombudsman Act 1976*.

The Commonwealth Ombudsman safeguards the community in its dealings with government agencies and ensures that the administrative actions of Australian Government departments and agencies are fair and accountable. As an independent statutory office holder, the Ombudsman can consider complaints or initiate investigations relating to most federal government organisations. The Ombudsman is also the ACT Ombudsman, the Private Health Insurance Ombudsman, Postal Industry Ombudsman as well as the Overseas Student, VET Student Loans and Defence Force Ombudsman. The Ombudsman inspects, and reports to Parliament about, aspects of law enforcement agencies' use of covert and intrusive powers, inspects immigration detention facilities and oversees the operation of the *Public Interest Disclosure Act 2013*. Information about the Office of the Commonwealth Ombudsman is available at www.ombudsman.gov.au.

As Commonwealth Ombudsman, you will be responsible for the strategic leadership and day-to-day management of the Office and with the development of policies, systems and processes for conducting effective and timely complaint investigations and compliance audits. You will build strong and enduring working relationships with key stakeholders, including the senior staff of government departments and agencies and private sector organisations and represent the Office in a wide range of public forums.

You will need to be an outstanding leader and manager with well-honed conceptual and analytical skills and an impressive record of achievement. You will have proven ability to coordinate and lead complex investigations and to engage critical senior stakeholders from diverse sectors within the Australian community. This will be complemented by excellent representational skills, sound judgement and a personal style that engenders trust and respect. Experience in administrative law and/or senior government administration would be an advantage for this role.

The Commonwealth Ombudsman is appointed by the Governor-General for a term of up to 7 years. This statutory appointment will be based in Canberra.

Information about the position, including eligibility and selection criteria, and details on how to apply, is available on the Attorney-General's Department website Careers page - <https://www.ag.gov.au/about-us/careers/statutory-appointments>. Expressions of interest close at 5:00 pm (EST) on Monday, 28 June 2021. Enquiries can be directed to appointments@ag.gov.au.



Office of the Commonwealth Ombudsman

Commonwealth Ombudsman

Information pack

10 June 2021

Contents:

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Information about the OCO

The OCO is a non-corporate Commonwealth entity established under the *Ombudsman Act 1976* (the Ombudsman Act) that sits within the Attorney-General's Portfolio. The OCO is an independent and impartial oversight agency that is responsible for providing assurance that Australian Government entities and prescribed private sector organisations act with integrity and treat people fairly.

The Ombudsman is the Chief Executive of the Office and is assisted by a Deputy Ombudsman. The Ombudsman and Deputy Ombudsman are appointed by the Governor-General. A staff of over 200 is employed under the *Public Service Act 1999*.

The national office is in Canberra and there are state offices in Adelaide, Perth, Brisbane, Melbourne and Sydney. For further information about the Office of the Commonwealth Ombudsman go to: www.ombudsman.gov.au.

Role of the Ombudsman

The Commonwealth Ombudsman is an independent statutory officer appointed under the Ombudsman Act. The Ombudsman safeguards the community in its dealings with government agencies and ensures that the administrative actions of Australian Government departments and agencies are fair and accountable. The Ombudsman has six major functions:

- complaint investigations
- own motion investigations

- compliance audits
- immigration detention oversight
- Commonwealth Public Interest Disclosure scheme oversight
- Private health insurance consumer information.

The Ombudsman Act also confers the following specialist roles on the Ombudsman:

- Defence Force Ombudsman—handling complaints by serving and former members of the Australian Defence Force relating to their service and in relation to allegations of abuse
- Postal Industry Ombudsman—handling complaints about Australia Post and private postal operators registered with the Postal Industry Ombudsman scheme
- Overseas Students Ombudsman – handling complaints from overseas students about private education providers in Australia
- Private Health Insurance Ombudsman – protecting the interests of private health insurance consumers
- VET Student Loans Ombudsman – handling complaints from past or current students about their VET FEE-HELP or VET Student Loan debts.

The Ombudsman is also responsible for overseeing immigration detention and the inspection and monitoring of the use of certain covert and intrusive powers by law enforcement agencies. The Ombudsman is the National Preventive Mechanism Coordinator for the implementation of OPCAT in Australia.

In undertaking these roles, the Ombudsman is impartial and independent. The Ombudsman is not an advocate for complainants or for agencies. The guiding principle in an Ombudsman investigation is to examine whether the administrative action under investigation is unlawful, unreasonable, unjust, oppressive, improperly discriminatory, factually deficient or otherwise wrong. At the conclusion of an investigation, the Ombudsman can recommend that corrective action be taken by an agency. This may occur either specifically in an individual case or more generally by a change to relevant legislation, administrative policies or procedures.

A key objective of the Ombudsman is to foster good public administration within Australian Government agencies, ensuring that the principles and practices of public administration are sensitive, responsive and adaptive to the interests of members of the public. The Ombudsman can consider complaints about almost all Australian Government departments and agencies, and most contractors delivering services to the community for, or on behalf of, the Australian Government.

The Commonwealth Ombudsman is also the ACT Ombudsman in accordance with section 28 of the *ACT Self-Government (Consequential Provisions) Act 1988* (Cth). The role of the ACT Ombudsman is performed under the *Ombudsman Act 1989 (ACT)*, and is funded under a services agreement between the Commonwealth Ombudsman and the ACT Government.

The Ombudsman is responsible for the strategic leadership and day-to-day management of the OCO and with the development of policies, systems and processes for conducting effective and timely complaint investigations and compliance audits. The Ombudsman is required to build strong and enduring working relationships with key stakeholders, including the senior staff of government

departments and agencies and private sector organisations, and represent the OCO in a wide range of public forums.

Eligibility

Applicants must have, or be able to hold, an NV2 security clearance. To be eligible for an Australian Government security clearance, you must be an Australian citizen and have a checkable background.

Selection Criteria

To be a strong candidate for this role, applicants will need to be an outstanding leader and manager with well-honed conceptual and analytical skills and an impressive record of achievement. Applicants will have proven ability to coordinate and lead complex investigations and to engage critical senior stakeholders from diverse sectors within the Australian community. This will be complemented by excellent representational skills, sound judgement and a personal style that engenders trust and respect. Experience in administrative law and/or senior government administration would be an advantage for this role.

In accordance with the guidelines on merit-based selection of APS agency heads and statutory office holders, applicants will need to demonstrate their capability against the following criteria:

- Demonstrates high level leadership and vision
 - *sets a strategic vision and inspires others to achieve this*
 - *innovative in dealing with issues*
 - *articulates a clear direction for their organisation*
- Manages large and/or complex operations
 - *achieves results within the context of organisational and/or Government policy*
 - *strong people management skills*
 - *strong financial management, ensuring efficient, effective and ethical use of resources*
 - *understanding of and commitment to quality organisational governance*
- Works with others to meet objectives
 - *operates collaboratively with others to meet organisational objectives*
 - *cultivates productive relationships*
 - *listens to people and values different perspectives*
- High level of judgement
- Demonstrates a high standard of professional and personal integrity and capacity to promote these in an organisation.

Additional desirable criteria:

- Substantial administrative experience and knowledge of public administration, Government policy, delivery of Government services to the public, administrative review and administrative law.
- Demonstrated capacity to conduct major investigations at a very senior level, in an independent and impartial manner.

- A good understanding of political, economic and social issues which may impact on the Office of the Commonwealth Ombudsman.

Terms and conditions

This full-time position is based in Canberra. The successful candidate will be offered an initial appointment term of up to five years.

Remuneration and allowances for this position are set by the Remuneration Tribunal and can be viewed on the [Remuneration Tribunal](#) website (Remuneration and Allowances for Holders of Full-time Public Office Determination 2020).

How to apply

Applications must include:

- an expression of interest, of no more than 4 pages, including a statement of claims against the eligibility and selection criteria as outlined
- a comprehensive resume including full particulars of qualifications, experience and expertise
- the names and contact details of at least two referees who have direct and relevant experience of the applicant's work. Applicants will be notified prior to referees being contacted.

Applications should be emailed to appointments@ag.gov.au by 5.00pm (EST) on **Monday, 28 June 2021**.

Contact

Enquiries about the position or application can be emailed to appointments@ag.gov.au.

Assessment process

Applicants will be initially assessed by a panel on their written application. Shortlisted applicants will be further assessed by the panel at interview. Shortlisted candidates will be asked to complete a private interests declaration.

Communication

All advice and communication will be sent to applicants via email. Please ensure the email address provided is correct.



Commonwealth Ombudsman
GPO Box 442
CANBERRA ACT 2601

Lisa Collett

Customer Tax Invoice

Invoice Number
6129006

Issue Date
13.04.2022

Due Date
11.05.2022

Customer Number
222044

Direct Inquiries to : **s 47E, s 47F**
 Phone : **s 47E, s 47F**

Page **1** of **1**

Item	Description	No.Units	Amt/Unit	Value
001	Cost recovery for Ombudsman appointment process Goods & Services Tax	1	13,199.67	13,199.67
				0.00
Total (excluding GST):			AUD	13,199.67
Total GST:			AUD	0.00
Total (including GST):			AUD	13,199.67

Payment Methods

- **Direct Debit:** Deposit your payment into the following a/c and send an email to eft.payments@ag.gov.au stating the customer number, amount paid, date paid and the invoice number(s) to which the payment applies.

Bank Name: Reserve Bank of Australia

Bank Address: 20-22 London Circuit, Canberra ACT 2600 Australia

SWIFT Code: RSBKAU2S

A/C No : 110695

A/C Name: Attorney General's Official Deptl Acct (

BSB : 092009

Bank : RBA

- **Credit Card** (Cards accepted: MasterCard, Visa & American Express)

by Phone: Call 1300 453 579 (local call charge)

Customer Reference Number : 1116 1290 066

by Fax: Fill out the following details and fax this full page to 02 6141 3563.

MasterCard Visa American Express

Card Number _____/_____/_____/_____

Cardholder Name _____

Expiry Date _____ Card Holders Signature _____

- **By Mail:** Please attach this portion to your remittance with cheques/money orders made payable to **Attorney-General's Department** and forward to the Collector of Public Monies:

Attorney-General's Department

Robert Garran Offices

3-5 National Circuit

BARTON ACT 2600

Due Date **11.05.2022**

Customer number **222044**

Invoice number **6129006**

Amount Owing **\$13,199.67**

Amount Paid _____

Date Paid _____

Other invoices paid
in this remittance _____



Commonwealth Ombudsman – Appointment 2022

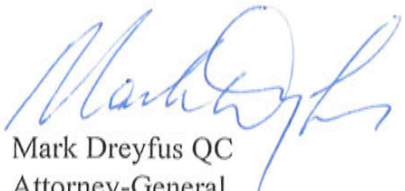
I, General the Honourable David Hurley AC DSC (Retd), Governor-General of the Commonwealth of Australia, acting with the advice of the Federal Executive Council and under subsection 21(1) of the *Ombudsman Act 1976*, appoint Iain Anderson as the Commonwealth Ombudsman for a period of five years beginning on 1 August 2022.

Dated 21 July 2022



David Hurley
Governor-General

By His Excellency's Command



Mark Dreyfus QC
Attorney-General
Cabinet Secretary

s 22

From: Penny McKay
Sent: Thursday, 21 July 2022 3:33 PM
To: s 47E, s 47F
Subject: New Commonwealth Ombudsman [SEC=OFFICIAL]

OFFICIAL

Dear all,

It is with great delight and a true sense of excitement and anticipation, that I announce the appointment of Iain Anderson as the 11th Commonwealth Ombudsman.



Iain has a wealth of experience as a senior public servant having developed and implemented transformational change across a wide range of legal and social policy areas, including the Commonwealth civil justice and criminal justice systems, family law, native title, Royal Commissions and Australia's territories in his various roles within the Attorney-General's Department (AGD). He acted as Secretary of AGD awaiting the appointment of Katherine Jones and was also previously AGD's Chief Operating Officer. Iain is accomplished in representational roles having appeared numerous times before parliamentary committees, represented Australia at the UN Permanent Forum on Indigenous Affairs, and led Australia's delegation to the Financial Action Taskforce (FATF).

I've personally crossed paths with Iain a number of times over my career in Canberra and each time I've been impressed with his intellect, professionalism and his great investment in, and affinity with, public service.

Today the Attorney-General announced Iain's appointment for a term of 5 years. Iain will commence on 1 August 2022 and we will both join you in Adelaide at the upcoming meeting of Parliamentary Ombudsmen. I look forward to introducing Iain to you in person then.

Regards,

Penny McKay

A/G COMMONWEALTH OMBUDSMAN

Phone: s 47E, s 47F | Mob: s 47E, s 47F

Email: s 47E, s 47F

EA: s 47E, s 47F | s 47E, s 47F



s 22

From: Penny McKay
Sent: Thursday, 21 July 2022 12:10 PM
To: obsolete; s 47E, s 47F
Subject: INTRANET POST: Our New Ombudsman - Iain Anderson [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Intranet Post: Our New Ombudsman – Iain Anderson



It is with great delight and a true sense of excitement and anticipation, that I announce the appointment of Iain Anderson as the 11th Commonwealth Ombudsman.

Iain has a wealth of experience as a senior public servant having developed and implemented transformational change across a wide range of legal and social policy areas, including the Commonwealth civil justice and criminal justice systems, family law, native title, Royal Commissions and Australia's territories in his various roles within the Attorney-General's Department (AGD). He acted as Secretary of AGD awaiting the appointment of Katherine Jones and was also previously AGD's Chief Operating Officer. Iain is accomplished in representational roles having appeared numerous times before parliamentary committees, represented Australia at the UN Permanent Forum on Indigenous Affairs, and led Australia's delegation to the Financial Action Taskforce (FATF).

I've personally crossed paths with Iain a number of times over my career in Canberra and each time I've been impressed with his intellect, professionalism and his great investment in, and affinity with, public service.

Very shortly, the Attorney-General will announce Iain's appointment for a term of 5 years. Iain will commence on 1 August 2022. I truly look forward to working with Iain and know that you will all join with me to make him very welcome.

Penny McKay

A/G COMMONWEALTH OMBUDSMAN

Phone: [redacted] | Mob: s 47E, s 47F

Email: s 47E, s 47F

EA: s 47E, s 47F | s 47E, s 47F



Influencing systemic improvement in public administration

The Office of the Commonwealth Ombudsman acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past and present