

**TABLE A1** Approaches and complaints about Australian Government agencies, received and finalised, and remedies, 2007–08.

AGENCY	RECEIVED	FINALISED						REMEDIES									
		Not investigated		Investigated			Total	Action expedited	Apology	Decision changed/ reconsidered	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Total		
		Category 1	Category 2	Category 3	Category 4	Category 5											
<b>Agriculture, Fisheries and Forestry</b>																	
Department of Agriculture, Fisheries and Forestry	19		2	12	3	2	-	19		1	-	4	-	3	-	1	9
Australian Fisheries Management Authority	8		-	6	2	-	-	8		-	-	1	1	-	-	-	2
Australian Pesticides and Veterinary Medicines Authority	3		-	2	-	-	-	2		-	-	-	-	-	-	-	-
Australian Quarantine and Inspection Service	67		11	24	11	1	-	47		2	-	-	15	-	1	1	19
Australian Wine and Brandy Corporation	-		-	-	-	1	-	1		-	-	-	-	-	-	-	-
<b>Attorney-General's</b>																	
Attorney-General's Department	41		6	26	5	2	-	39		-	-	-	6	-	-	-	6
Administrative Appeals Tribunal	32		7	20	3	1	-	31		-	-	2	-	-	-	-	2
Australian Crime Commission	4		2	3	-	-	-	5		-	-	-	-	-	-	-	-
Australian Customs Service	105		41	48	11	2	-	102		-	-	-	14	-	-	1	15
Australian Institute of Criminology	2		1	-	1	-	-	2		-	-	-	-	-	-	-	-
Family Court of Australia	31		14	17	-	-	-	31		-	-	-	-	-	-	-	-
Federal Court of Australia	14		2	12	-	1	-	15		-	-	-	-	-	-	-	-
Federal Magistrates Court of Australia	12		2	9	2	-	-	13		-	1	-	2	-	-	-	3
High Court of Australia	7		1	5	1	-	-	7		-	-	-	1	-	-	-	1
Insolvency and Trustee Service Australia	56		17	33	11	2	-	63		3	2	1	13	-	-	1	20
National Capital Authority	3		-	2	-	-	-	2		-	-	-	-	-	-	-	-
National Native Title Tribunal	1		1	-	-	-	-	1		-	-	-	-	-	-	-	-
Office of the Commonwealth Director of Public Prosecutions	9		1	6	3	-	-	10		-	-	-	1	-	-	-	1
<b>Broadband, Communications and the Digital Economy</b>																	
Department of Broadband, Communications and the Digital Economy	20		14	6	-	-	-	20		-	-	-	-	-	-	-	-
Australian Broadcasting Corporation	9		-	8	1	-	-	9		-	-	1	-	-	-	-	1
Australian Communications and Media Authority	48		26	16	6	3	-	51		-	2	2	6	-	-	-	10
Australian Postal Corporation	2,083		621	653	695	47	1	2,017		86	149	85	439	199	14	143	1,115
Special Broadcasting Service Corporation	2		-	2	-	-	-	2		-	-	-	-	-	-	-	-
Telstra Corporation	-		-	1	-	-	-	1		-	-	-	-	-	-	-	-
<b>Commonwealth Parliamentary Services</b>																	
Department of Parliamentary Services	4		-	1	2	-	-	3		1	-	-	1	-	-	-	2
<b>Defence</b>																	
Department of Defence	135		31	74	24	3	-	132		5	2	1	17	1	-	3	29
Australian Air Force Cadets	1		-	1	-	-	-	1		-	-	-	-	-	-	-	-
Australian Army	138		30	55	48	4	-	137		9	2	3	28	4	2	1	49
Australian Army Cadets	3		1	2	-	-	-	3		-	-	-	-	-	-	-	-

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		Category 1	Category 2	Category 3	Category 4	Category 5									
Australian Navy Cadets	3	1	1	-	-	-	2	-	-	-	-	-	-	-	-
Australian War Memorial	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-
Defence Force Retirement and Death Benefits Authority	5	-	1	5	-	-	6	2	-	-	3	1	-	-	6
Defence Housing Australia	28	6	15	6	2	-	29	-	1	2	1	1	1	-	6
Defence Service Homes	2	1	1	-	-	-	2	-	-	-	-	-	-	-	-
Department of Veterans' Affairs	139	30	53	56	15	-	154	17	13	17	40	12	2	5	106
Royal Australian Air Force	48	17	13	13	5	-	48	5	1	2	10	4	1	-	23
Royal Australian Navy	59	9	26	16	3	-	54	4	1	1	10	1	-	3	20
<b>Education, Employment and Workplace Relations</b>															
Department of Education, Employment and Workplace Relations	721	259	264	149	27	-	699	10	10	32	126	13	4	16	211
Australian Industrial Registry	2	1	1	-	-	-	2	-	-	-	-	-	-	-	-
Australian National University	12	2	8	4	2	1	17	1	-	2	-	-	-	-	3
Comcare	79	16	35	21	4	1	77	3	2	3	11	4	2	2	27
Office of Workplace Ombudsman	665	584	64	11	1	-	660	3	2	4	5	-	-	1	15
Office of Workplace Services	-	-	-	2	2	-	4	2	3	-	1	-	-	-	6
Workplace Authority	39	24	10	2	2	-	38	-	-	-	6	-	1	-	7
<b>Environment, Water, Heritage and the Arts</b>															
Department of the Environment, Water, Heritage and the Arts	42	7	9	22	3	-	41	13	11	-	6	4	-	1	35
Australian Film Commission	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-
Australian Heritage Council	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-
Great Barrier Reef Marine Park Authority	4	-	4	-	-	-	4	-	-	-	-	-	-	-	-
National Gallery of Australia	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
National Museum of Australia	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sydney Harbour Federation Trust	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Families, Housing, Community Services and Indigenous Affairs</b>															
Department of Families, Housing, Community Services and Indigenous Affairs	165	17	35	35	3	-	90	1	-	-	18	-	-	4	23
Aboriginal Hostels Limited	5	1	1	-	-	-	2	-	-	-	-	-	-	-	-
Central Land Council	5	1	4	-	-	-	5	-	-	-	-	-	-	-	-
Indigenous Business Australia	17	3	6	6	-	-	15	-	-	-	-	-	-	-	-
Indigenous Land Corporation	1	-	2	-	-	-	2	-	-	-	-	-	-	-	-
Northern Land Council	7	2	2	1	-	-	5	-	-	-	-	-	-	-	-
Office of Indigenous Policy Coordination	-	-	1	1	-	-	2	-	-	-	-	-	-	-	-
Office of the Registrar of Aboriginal and Torres Strait Islander Corporations	11	4	2	6	-	-	12	1	-	-	-	-	-	-	1

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Social Security Appeals Tribunal	51	7	32	6	-	-	45		1	-	1	5	-	-	1	8
Tiwi Land Council	2	-	-	1	-	-	1		-	-	-	-	-	-	1	
Finance and Deregulation																
Department of Finance and Deregulation	23	3	12	6	3	-	24		1	1	-	1	-	-	1	4
Australian Electoral Commission	50	14	26	9	-	-	49		-	-	-	7	-	2	1	10
Commissioner for Superannuation (ComSuper)	33	12	7	9	1	-	29		5	2	-	4	1	-	1	13
Foreign Affairs and Trade																
Department of Foreign Affairs and Trade	148	52	70	27	8	1	158		4	6	4	19	4	2	2	41
Australian Agency for International Development (AusAID)	4	1	3	2	1	-	7		-	-	1	2	-	-	-	3
Australian Trade Commission	5	2	1	2	-	-	5		-	-	-	1	-	-	-	1
Health and Ageing																
Department of Health and Ageing	116	37	44	10	4	-	95		-	2	1	5	1	1	-	10
Aged Care Standards and Accreditation Agency Ltd (The)	1	-	-	1	-	-	1		-	-	-	-	-	-	-	-
Australian Sports Commission	3	2	-	-	-	-	2		-	-	-	-	-	-	-	-
Food Standards Australia New Zealand	3	1	2	-	-	-	3		-	-	-	-	-	-	-	-
National Health and Medical Research Council	3	1	1	1	-	-	3		1	1	-	1	-	-	-	3
Office of Hearing Services	1	-	-	1	-	-	1		-	-	-	-	-	-	-	-
Office of the Aged Care Commissioner	2	-	1	1	-	-	2		-	-	-	1	-	-	-	1
Human Services																
Department of Human Services	8	3	2	4	4	-	13		-	2	1	8	-	-	1	12
Australian Hearing	1	-	1	-	-	-	1		-	-	-	-	-	-	-	-
Centrelink	7,573	4,199	1,547	1,460	173	3	7,382		266	113	248	1,050	282	10	99	2,068
Child Support Agency	2,208	892	629	541	63	-	2,125		99	64	73	525	38	4	35	838
Commonwealth Rehabilitation Service	24	7	13	3	-	-	23		-	-	-	3	-	-	-	3
Health Services Australia	2	-	1	-	1	-	2		-	-	-	-	-	-	-	-
Medicare Australia	125	51	45	30	1	-	127		5	1	5	23	3	-	4	41
Professional Services Review	3	-	3	-	-	-	3		-	-	-	-	-	-	-	-
Immigration and Citizenship																
Department of Immigration and Citizenship	1,528	318	585	427	91	-	1,421		84	44	48	345	23	13	71	628
Migration Agents Registration Authority	23	3	11	6	3	-	23		1	1	-	2	-	1	1	6
Migration Review Tribunal and Refugee Review Tribunal	31	2	19	5	2	-	28		3	2	2	1	-	-	-	8
Infrastructure, Transport, Regional Development and Local Government																
Department of Infrastructure, Transport, Regional Development and Local Government	35	7	28	5	1	-	41		1		-	-	-	-	-	1

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		Category 1	Category 2	Category 3	Category 4	Category 5									
Airservices Australia	8	1	6	-	1	-	8	-	-	-	-	-	-	-	-
Civil Aviation Safety Authority	18	6	8	1	1	-	16	-	-	-	1	-	-	-	1
Innovation, Industry, Science and Research															
Department of Innovation, Industry, Science and Research	46	20	17	4	2	1	44	1	-	3	5	3	2	-	14
AusIndustry	23	3	13	6	2	-	24	-	-	2	9	2	1	-	14
Commonwealth Scientific and Industrial Research Organisation	9	4	4	-	-	-	8	-	-	-	-	-	-	-	-
IP Australia	9	4	4	-	-	-	8	-	-	-	-	-	-	-	-
Prime Minister and Cabinet															
Department of the Prime Minister and Cabinet	12	1	7	3	1	-	12	-	-	-	2	-	-	-	2
Australian Public Service Commission	9	8	1	-	-	-	9	-	-	-	-	-	-	-	-
Governor-General and Commander-in-Chief	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-
National Archives of Australia	9	-	7	2	-	-	9	1	-	-	2	-	-	-	3
Office of the Privacy Commissioner	47	21	16	8	1	-	46	-	1	2	2	-	-	-	5
Resources, Energy and Tourism															
Department of Resources, Energy and Tourism	3	1	2	-	-	-	3	-	-	-	-	-	-	-	-
Treasury															
The Treasury	5	2	3	-	-	-	5	-	-	-	-	-	-	-	-
Australian Bureau of Statistics	40	25	12	4	-	-	41	2	-	1	4	-	-	-	7
Australian Competition and Consumer Commission	36	13	16	3	3	-	35	1	-	-	5	-	-	1	7
Australian Prudential Regulation Authority	83	41	29	8	-	-	78	-	-	-	5	3	-	1	9
Australian Securities and Investments Commission	189	23	127	28	9	1	188	5	2	4	33	1	1	2	48
Australian Taxation Office	1,219	379	673	104	26	-	1,182	14	9	13	82	16	1	9	144
Australian Valuation Office	4	3	-	-	-	-	3	-	-	-	-	-	-	-	-
Productivity Commission	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-
Reserve Bank of Australia	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-
Superannuation Complaints Tribunal	11	1	7	2	1	-	11	-	-	-	1	-	-	-	1
Tax Agents' Board	14	2	4	3	1	-	10	1	1	-	2	-	-	-	4
Australian Federal Police	353	123	288	32	8	5	456	1	1	2	-	3	1	6	14
Private Postal Operators	4	2	1	2	-	-	5	-	-	1	-	2	-	1	4
ACT Government Agencies	541	142	236	166	14	3	561	17	11	23	105	11	8	15	190
Approaches about out-of-jurisdiction agencies/requests for information	20,311	17,313	2,959	-	-	-	20,272	-	-	-	-	-	-	-	-
Total	39,932	25,569	9,129	4,119	564	17	39,398	683	466	598	3,042	640	75	436	5,940

Note: for those agencies that were abolished as a result of the Administrative Arrangement Orders issued on 3 December 2007, and about which we received a small number of approaches and complaints in 2007–08, we have counted these approaches and complaints against the agency which received the function that was the subject of the complaint. This approach has not been possible for agencies about which we received a larger number of complaints. Nor has it been possible to adjust for the transfer of functions between agencies.