

PORTFOLIO/AGENCY	Total Received	NOT INVESTIGATED		INVESTIGATED			Total Finalised	REMEDIES									Total Remedies		
		Category 1	Category 2	Category 3	Category 4	Category 5		Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Remedy provided by agency without Ombudsman intervention			
National Library of Australia	1		1				1												
Screen Australia	5	1	3		1		5					1							1
Resources, Energy and Tourism	4		2	1			3												
Department of Resources, Energy and Tourism	4		2	1			3												
Sustainability, Environment, Water, Population and Communities	32	12	13	3	2		30					1		1	1				3
Australian Antarctic Division			1				1												
Director of National Parks				1			1												
Department of Sustainability, Environment, Water, Population and Communities	21	8	8	1	1		18							1					1
Great Barrier Reef Marine Park Authority	5	3	1				4												
Bureau of Meteorology	3	1		1			2				1				1				2
Sydney Harbour Federation Trust	3		3		1		4												
Treasury	2245	896	930	299	134	1	2260	64	53	43		303	65	3	18	13			562
Australian Bureau of Statistics	17	6	10	1	1		18			2					1	1			4
Australian Competition and Consumer Commission	17	1	14		1		16				1								1
Australian Prudential Regulation Authority	5	3	2		1		6		1										1
Australian Securities and Investments Commission	338	75	239	11	2		327	1	1	2		6	5	1	1				17
Australian Taxation Office	1795	787	634	273	126	1	1821	62	50	36		290	60	1	16	13			528
Australian Valuation Office	2	1					1												
Superannuation Complaints Tribunal	44	12	24	4			40												
Tax Practitioners Board	25	10	7	10	2		29	1	1	3		6							11
Department of the Treasury	2	1			1		2												
Out of Jurisdiction/OMB	8377	7531	817	6			8354												
Commonwealth Ombudsman	525	170	360				530												
Ombudsman FOI Requests	88	1	90	6			97												
Out of Jurisdiction	7764	7360	367				7727												
Overseas Student Ombudsman	442	14	244	161	28		447	11	9	84		66	42	12	8	10			242
Private Postal Operators	15	3	12	1			16	1					1						2
Australian Air Express	6	2	4				6												
Federal Express (Australia) Pty Ltd	9	1	8	1			10	1					1						2
GRAND TOTALS	26474	14963	8591	2543	634	8	26739	467	559	624	288	2705	807	87	410	196			6143