

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			Total	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										
Agriculture, Fisheries and Forestry															
Department of Agriculture, Fisheries and Forestry	12	1	7	1		9									
Australian Fisheries Management Authority	9	2	7		1	10									
Australian Quarantine and Inspection Service	35	15	10	11	1	37	2		3		4	1			10
Australian Wine and Brandy Corporation	1				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	24				1		2		1	4
Administrative Appeals Tribunal	41	15	24	2		41						2		1	3
Australian Crime Commission	9	5	1	2		8	1				1				2
CrimTrac	2		2	1		3									
Australian Customs Service	123	38	55	26	5	124	1	3	3	1	21	2		2	33
Family Court of Australia	64	35	23	11		69	1	3	1		4			2	11
Federal Court of Australia	23	8	11	2	1	22		1				2			3
Federal Magistrates Court of Australia	5	2	2			4									
High Court of Australia	6	1	4	3		8					1				1
Insolvency and Trustee Service Australia	60	17	26	9	5	57	1		1		5				7
National Native Title Tribunal	2		2	1		3									
Office of the Commonwealth Director of Public Prosecutions	5		5		1	6	1					1			2
Office of the Privacy Commissioner	45	12	33	2		47					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	12					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	46	3	3	1		7	1			15
Australian Film Commission	3	2				3									
Australian Institute of Sport	1		1			1									
Australian Postal Corporation	1,819	563	529	650	56	1,798	84	140	93	29	325	176	20	115	982
Australian Sports Anti-Doping Authority	1	1				1									
National Archives of Australia	5	2	3			5									
National Gallery of Australia	1	1				1									
National Library of Australia	4	1	3			4									

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			Category 1	Category 2	Category 3										
Special Broadcasting Service Corporation	1		1			1									
Telstra Corporation	228	175	48	4	2	229	2	1		4	1			1	9
Defence															
Department of Defence	106		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		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	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			1			10

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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										
Finance and Administration	2	2															2
	10	4	1	2	2		1					2					3
	4	1	2														
	7	4	3														
	3	1															
	5	2	2		1												
	58	26	19	10	1						9						9
	3	1	1	1			1										1
	28	5	12	5	2												
	27	9	11	7			2	3	1		4				1		11
Foreign Affairs and Trade	37	14	16	9	1		3	2		5	1						12
	1	1															
	155	57	57	24	8		6	2	3		21	2	2	3			39
Health and Ageing	5	1	1														
	4	3	1		1				1					1			2
	2	1															
Human Services	113	49	50	22	4		2	1	3		14						20
	2			1													
	2		1	1					2			1					3
	1			1			1	1									2
	1				1												
Immigration and Citizenship	9	1	2	1	1			1			1						2
	3	2		1				1									2
	6,987	4,149	1,531	1,120	76	1	229	105	197	9	619	209	12	56			1,436
	1,790	728	543	458	50		66	53	65	5	345	39	4	39			616
	31	18	11	2			1				2						4
	7	1	1	4							2		1	1			4
	123	49	36	29	2		10	5	7	1	12	3		1			39
1,379	267	596	482	94	1	102	30	76	3	356	22	10	70			669	
13	3	6		1			1									1	

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	Total	Category 1	Category 2	Investigated			Total	Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy
				Category 3	Category 4	Category 5									
Migration Review Tribunal	23	4	14	4			22	1				6			
Refugee Review Tribunal	7	1	4	3			8					3			
Industry, Tourism and Resources															
Department of Industry, Tourism and Resources	48	18	20	7			45					1	3	1	
AusIndustry	6		5				5								
IP Australia	14	4	7	2	2		15					1	1		
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		42	1	1	1		9		1	
Australian Maritime College	3	1	1		1		3		1				1	1	
Civil Aviation Safety Authority	18	7	9	2	1		19	1	1				1		
National Capital Authority	2	2					2								
Treasury															
The Treasury	7	2	4				6								
Australian Bureau of Statistics	105	75	22	7	1		105	1	1	1		5	1	1	
Australian Competition and Consumer Commission	28	14	11	6	2		33					3			
Australian Prudential Regulation Authority	55	30	18	7	1		56	1		1		3	1		
Australian Securities and Investments Commission	192	43	106	17	14		180	2	2	1		16	3	4	
Australian Taxation Office	1,261	550	535	159	28		1,272	26	21	13	1	82	23	2	
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			22	1				1			
Tax Agents Board	7	1	6				7								
Australian Federal Police															
Australian Federal Police	694	75	478	190	1	1	745	2	4	1	8	6			
Private Postal Operator	1													2	
ACT Government Agencies															
ACT Government Agencies	528	207	148	129	14	4	502	16	8	9		60	7	7	
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	57	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).