

APPENDIX 3

Statistics

EXPLANATIONS OF TERMS USED IN APPENDIX 3

Approaches/complaints finalised—approaches/complaints finalised in 2008–09, including some complaints carried over from previous years

Approaches/complaints received—approaches/complaints received in 2008–09

Category 1—resolved without investigation, outcomes include decisions not to investigate and referrals to appropriate agency or authority

Category 2—cannot be resolved at category 1 and require further internal enquiries/research or more information from the complainant, resolved without contacting the agency

Category 3—investigation conducted and agency contacted

Category 4—further investigation conducted, as the complaint was not able to be resolved in category 3

Category 5—further investigation conducted, as the complaint was not able to be resolved in category 4; involves formal reporting processes

Issues—approaches/complaints may contain a number of issues, each requiring a separate decision as to whether to investigate; each issue may result in a separate outcome

Remedies—complaints may contain a number of issues, each requiring separate investigation and possibly resulting in a number of different remedies

A3

APPENDIX 3 STATISTICS

TABLE A1 APPROACHES AND COMPLAINTS ABOUT AUSTRALIAN GOVERNMENT AGENCIES, RECEIVED AND FINALISED, AND REMEDIES, 2008–09

Agency	Received	Finalised					Total	Remedies							Total		
		Not investigated		Investigated				Action expedited	Apology	Decision changed or reconsidered	Explanation	Financial remedy	Law, policy or practice Changed	Other non-financial remedy		Remedy provided by agency without Ombudsman intervention	
		Category 1	Category 2	Category 3	Category 4	Category 5											
Agriculture, Fisheries and Forestry																	
Department of Agriculture, Fisheries and Forestry	44	4	6	6	5	5	26	-	-	2	9	-	-	5	1	17	
Australian Fisheries Management Authority	13	1	10	3	-	-	14	3	-	-	2	-	-	-	-	5	
Australian Pesticides and Veterinary Medicines Authority	4	2	2	-	-	-	4	-	-	-	-	-	-	-	-	-	
Australian Quarantine and Inspection Service	44	12	19	27	7	-	65	2	1	2	38	1	1	3	-	48	
Attorney-General's																	
Attorney-General's Department	27	8	15	6	2	-	31	1	-	-	4	-	-	-	-	5	
Administrative Appeals Tribunal	26	7	14	4	1	-	26	-	-	1	2	-	-	-	-	3	
Australian Commission for Law Enforcement Integrity	2	-	1	1	-	-	2	-	-	-	1	-	-	-	-	1	
Australian Crime Commission	4	1	3	1	-	-	5	1	-	-	-	-	-	-	-	1	
Australian Customs and Border Protection Service	94	37	43	8	3	-	91	-	1	-	15	-	-	-	-	16	
Australian Human Rights Commission	3	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-	
Australian Transaction Reports and Analysis Centre	3	-	2	-	1	-	3	-	-	-	1	-	-	-	-	1	
CrimTrac	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	
Family Court of Australia	52	19	27	3	-	-	49	-	-	-	3	-	-	-	-	3	
Federal Court of Australia	6	2	4	-	-	-	6	-	-	-	-	-	-	-	-	-	
Federal Magistrates Court of Australia	7	3	4	-	-	-	7	-	-	-	-	-	-	-	-	-	
High Court of Australia	5	1	3	1	-	-	5	-	1	-	-	-	-	-	-	1	
Insolvency and Trustee Service Australia	71	23	38	5	-	-	66	1	-	-	7	-	-	-	1	9	
National Capital Authority	-	-	-	-	-	-	1	1	2	-	-	-	2	-	-	4	
National Native Title Tribunal	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Office of the Commonwealth Director of Public Prosecutions	9	-	7	2	-	-	9	-	-	-	2	-	-	-	-	2	
Broadband, Communications and the Digital Economy																	
Department of Broadband, Communications and the Digital Economy	11	4	4	2	-	-	10	-	-	-	2	-	-	-	-	2	
Australia Post	2,219	653	809	783	37	1	2,283	120	112	95	491	204	12	170	16	1,220	
Australian Broadcasting Corporation	7	3	4	-	-	-	7	-	-	-	-	-	-	-	-	-	
Australian Communications and Media Authority	59	20	31	4	2	-	57	1	1	-	6	-	-	1	-	9	
Special Broadcasting Service Corporation	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	
Commonwealth Parliamentary Services																	
Department of Parliamentary Services	1	-	1	1	-	-	2	-	-	-	-	-	-	-	-	-	
Senate	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	
Defence																	
Department of Defence	157	48	65	28	8	1	150	8	4	2	19	1	1	1	-	36	
Australian Air Force Cadets	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	

TABLE A1 APPROACHES AND COMPLAINTS ABOUT AUSTRALIAN GOVERNMENT AGENCIES, RECEIVED AND FINALISED, AND REMEDIES, 2008–09 *continued*

Agency	Received	Finalised					Remedies							Total		
		Not investigated		Investigated			Action expedited	Apology	Decision reconsidered or	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy		Remedy provided by agency without Ombudsman intervention	
		Category 1	Category 2	Category 3	Category 4	Category 5										
Defence																
Australian Army	141	40	59	42	1	-	142	6	5	3	26	-	1	-	41	
Australian Army Cadets	5	1	2	-	-	-	3	-	-	-	-	-	-	-	-	
Australian Navy Cadets	1	-	-	2	-	-	2	-	-	-	2	-	-	-	2	
Defence Force Retirement and Death Benefits Authority	4	1	2	-	-	-	3	-	-	-	-	-	-	-	-	
Defence Housing Australia	43	12	13	16	-	-	41	1	-	-	8	1	2	-	12	
Department of Veterans' Affairs	160	29	65	51	6	-	151	12	8	9	27	13	2	1	72	
Royal Australian Air Force	45	13	16	15	-	-	44	3	-	2	15	-	-	-	20	
Royal Australian Navy	49	14	19	21	2	-	56	3	-	2	13	-	1	1	20	
Veterans' Review Board	3	1	1	1	-	-	3	1	-	-	-	-	-	-	1	
Education, Employment and Workplace Relations																
Department of Education, Employment and Workplace Relations	571	208	179	171	15	1	574	14	4	17	90	11	4	14	155	
Australian Industrial Registry	2	-	2	-	-	-	2	-	-	-	-	-	-	-	-	
Australian National University	18	2	7	7	-	-	16	-	-	3	2	1	-	1	7	
Concare	94	27	37	20	3	-	87	11	3	2	9	2	1	-	29	
Office of Workplace Ombudsman	65	20	29	16	3	-	68	5	-	2	6	-	4	-	17	
Seafarers Safety, Rehabilitation and Compensation Authority	2	-	-	2	-	-	2	-	-	1	1	-	-	2	2	
Workplace Authority	45	4	20	6	2	-	32	6	-	-	3	-	-	-	9	
Environment, Water, Heritage and the Arts																
Department of the Environment, Water, Heritage and the Arts	46	14	18	10	2	-	44	7	-	1	5	2	-	-	15	
Australia Council for the Arts	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1	
Australian Film Commission	2	-	2	-	-	-	2	-	-	-	-	-	-	-	-	
Australian Film, Television and Radio School	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	
Bureau of Meteorology	2	-	2	-	-	-	2	-	-	-	-	-	-	-	-	
Department of Climate Change	6	1	4	1	-	-	6	1	-	-	-	-	-	-	1	
Great Barrier Reef Marine Park Authority	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	
Murray Darling Basin Commission	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	
National Gallery of Australia	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	
National Library of Australia	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
National Museum of Australia	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	
Office of the Renewable Energy Regulator	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	
Sydney Harbour Federation Trust	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	
Families, Housing, Community Services and Indigenous Affairs																
Department of Families, Housing, Community Services and Indigenous Affairs	200	23	53	72	16	-	164	14	2	7	29	2	-	-	54	
Aboriginal Hostels Limited	5	4	1	2	-	-	7	-	-	-	-	-	-	-	-	

TABLE A1 APPROACHES AND COMPLAINTS ABOUT AUSTRALIAN GOVERNMENT AGENCIES, RECEIVED AND FINALISED, AND REMEDIES, 2008–09 *continued*

Agency	Received	Finalised					Remedies										
		Not investigated		Investigated			Total	Action expedited	Apology	Decision changed or reconsidered	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Remedy provided by agency without Ombudsman intervention	Total	
		Category 1	Category 2	Category 3	Category 4	Category 5											
	Total																
Central Land Council	4	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Indigenous Business Australia	12	2	2	6	-	-	10	-	-	-	3	-	-	-	-	-	3
Indigenous Land Corporation	4	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-
Northern Land Council	1	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-
Office of the Registrar of Indigenous Corporations	5	1	2	-	-	-	3	-	-	-	-	-	-	-	-	-	-
Social Security Appeals Tribunal	96	28	50	15	1	-	94	1	1	-	5	-	-	2	-	-	9
Tiwi Land Council	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
Torres Strait Regional Authority	1	-	-	1	-	-	1	-	-	-	1	-	-	-	-	-	1
Finance and Deregulation																	
Department of Finance and Deregulation	22	2	14	6	1	-	23	-	1	1	7	-	1	-	-	-	10
Australian Electoral Commission	15	4	9	5	1	-	19	-	-	-	2	-	-	-	-	-	2
Commissioner for Superannuation (ComSuper)	37	9	12	18	2	-	41	5	3	1	12	2	1	3	-	-	27
Remuneration Tribunal	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Foreign Affairs and Trade																	
Department of Foreign Affairs and Trade	179	82	67	26	5	-	180	6	9	3	17	-	-	2	-	-	37
Australian Agency for International Development (AusAID)	6	1	4	-	-	-	5	-	-	-	-	-	-	-	-	-	-
Australian Trade Commission	9	-	7	1	-	-	8	-	-	-	1	-	-	-	-	-	1
Health and Ageing																	
Department of Health and Ageing	140	24	66	36	4	-	130	4	2	3	22	1	2	1	-	-	35
Aged Care Standards and Accreditation Agency Ltd (The)	1	-	-	1	-	-	1	-	-	-	1	-	-	-	-	-	1
Australian Radiation Protection and Nuclear Safety Agency	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Australian Sports Commission	1	-	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-
Australian Sports Anti-Doping Authority	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
Food Standards Australia New Zealand	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
National Health and Medical Research Council	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Office of Hearing Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Office of the Aged Care Commissioner	12	2	2	4	-	-	8	-	-	3	1	-	-	-	-	-	4
Human Services																	
Department of Human Services	3	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-
Australian Hearing	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Centrelink	7,226	4,533	1,423	1,347	106	6	7,415	290	75	207	909	244	10	90	5	1,830	1,830
Child Support Agency	2,471	979	800	609	98	5	2,491	142	94	102	551	86	15	74	3	1,067	1,067
Commonwealth Rehabilitation Service	16	7	6	3	1	-	17	-	1	1	1	-	-	1	-	-	4
Health Services Australia	1	-	1	1	-	-	2	-	-	-	1	-	-	-	-	-	1

TABLE A1 APPROACHES AND COMPLAINTS ABOUT AUSTRALIAN GOVERNMENT AGENCIES, RECEIVED AND FINALISED, AND REMEDIES, 2008–09 *continued*

Agency	Received	Finalised					Remedies										
		Not investigated		Investigated			Total	Action expedited	Apology	Decision changed or reconsidered	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Remedy provided by agency without Ombudsman intervention	Total	
		Category 1	Category 2	Category 3	Category 4	Category 5											
	Total	67	64	23	2	-	156	2	-	-	-	17	4	1	1	-	29
Medicare Australia	161	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Professional Services Review	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Immigration and Citizenship																	
Department of Immigration and Citizenship	1,459	305	588	561	107	1	1,562	97	61	392	44	34	64	6	759	-	-
Migration Agents Registration Authority	9	2	7	1	2	-	12	-	-	1	1	-	-	-	2	-	-
Migration Review Tribunal and Refugee Review Tribunal	28	2	22	7	1	-	32	3	1	2	1	-	-	-	8	-	-
Infrastructure, Transport, Regional Development and Local Government																	
Department of Infrastructure, Transport, Regional Development and Local Government	22	7	10	4	1	-	22	-	-	1	5	1	-	-	7	-	-
Airservices Australia	8	-	4	-	-	-	4	-	-	-	-	-	-	-	-	-	-
Australian Maritime Safety Authority	10	1	7	1	-	-	9	-	-	1	-	-	-	-	1	-	-
Australian Rail Track Corporation	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Civil Aviation Safety Authority	10	-	7	5	1	-	13	-	-	4	1	1	-	-	6	-	-
Innovation, Industry, Science and Research																	
Department of Innovation, Industry, Science and Research	130	38	80	13	2	-	133	2	-	3	5	3	1	-	-	-	14
AusIndustry	3	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-
Australian Nuclear Science and Technology Organisation	3	1	1	1	-	-	3	-	-	1	-	-	-	-	1	-	-
Australian Research Council	2	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-
Commonwealth Scientific and Industrial Research Organisation	2	-	-	-	2	-	2	-	-	-	2	1	1	-	4	-	-
IP Australia	9	1	3	6	-	-	10	2	-	1	2	-	1	-	6	-	-
Prime Minister and Cabinet																	
Department of the Prime Minister and Cabinet	10	2	4	4	-	-	10	1	-	-	1	-	1	-	3	-	-
Australian Public Service Commission	3	1	1	-	-	-	2	-	-	-	-	-	-	-	-	-	-
Governor-General and Commander-in-Chief	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
National Archives of Australia	5	1	2	2	-	-	5	-	-	1	-	-	-	-	1	-	-
Office of the Privacy Commissioner	85	17	42	18	-	-	77	-	-	1	3	-	-	-	4	-	-
Resources, Energy and Tourism																	
Department of Resources, Energy and Tourism	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Snowy Mountains Hydro-electric Authority	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Treasury																	
The Treasury	23	16	5	1	-	-	22	-	-	-	-	-	1	-	1	-	-
Australian Bureau of Statistics	13	10	2	1	-	-	13	-	1	-	-	-	-	-	1	-	-
Australian Competition and Consumer Commission	17	2	10	2	2	-	16	1	1	3	-	-	-	-	5	-	-

TABLE A1 APPROACHES AND COMPLAINTS ABOUT AUSTRALIAN GOVERNMENT AGENCIES, RECEIVED AND FINALISED, AND REMEDIES, 2008–09 *continued*

Agency	Received	Finalised					Remedies										
		Investigated					Total	Action expedited	Apology	Decision changed or reconsidered	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Remedy provided by agency without Ombudsman intervention	Total	
		Category 1	Category 2	Category 3	Category 4	Category 5											
Australian Prudential Regulation Authority	221	79	73	62	2	-	216	16	-	3	29	3	1	7	-	59	
Australian Securities and Investments Commission	144	20	79	42	11	-	152	5	4	-	33	6	2	6	1	57	
Australian Taxation Office	1,422	559	520	225	96	-	1,400	30	23	12	93	31	6	15	6	216	
Australian Valuation Office	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	
Productivity Commission	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	
Royal Australian Mint	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	
Superannuation Complaints Tribunal	33	8	14	2	-	-	24	-	-	-	1	-	-	-	-	1	
Tax Agents Boards	6	-	5	3	2	-	10	-	-	-	-	-	-	-	-	-	
Subtotal	18,502	8,083	5,683	4,411	566	21	18,764	827	423	559	2,969	665	100	474	41	6,058	
Australian Federal Police	351	148	188	65	5	-	406	-	3	3	3	-	2	1	-	12	
Private Postal Operators	13	-	9	3	-	-	12	1	2	-	-	1	-	-	-	4	
ACT Government Agencies	546	154	221	150	11	1	537	14	11	6	76	16	6	3	-	132	
Approaches about out-of-jurisdiction agencies/requests for information	26,307	23,857	2,503	-	-	-	26,360										
TOTAL	45,719	32,242	8,604	4,629	582	22	46,079	842	439	568	3,048	688	108	478	41	6,206	