

A2377191

3 November 2023

Ms Anita Coles
Committee Secretary
Parliamentary Joint Committee on Human Rights
Parliament House
Canberra ACT 2600

Dear Ms Coles

Correction to evidence: inquiry into Australia’s Human Rights Framework

I gave evidence to the Parliamentary Joint Committee on Human Rights at the 20 October 2023 public hearing on its inquiry into Australia’s Human Rights Framework. I wish to provide the Committee with a correction to my evidence.

In my evidence, when discussing the volume of contacts received by the Office of the Commonwealth Ombudsman (the OCO), I stated:

We receive about 50,000 contacts a year. At the moment about 25,000 actually turn into formal complaints. The others might be inquiries, might be matters that are not within our jurisdiction, things like that.

In 2019–20, the OCO received 50,808 public contacts. Since that time, however, public contacts have decreased to 33,512 in 2022–23. Of those, the Ombudsman received 22,684 complaints in 2022–23.

Yours sincerely

Iain Anderson
Commonwealth Ombudsman

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