

**Parliamentary Joint Committee on Intelligence and Security**

**Inquiry into the Telecommunications Legislation Amendment  
(International Production Orders) Bill 2020**

**ANSWERS TO QUESTIONS ON NOTICE**

**Office of the Commonwealth Ombudsman**

MAY 2020

**Department/Agency: Office of the Commonwealth Ombudsman**

**Question: 1**

**Topic: Resourcing requests and outcomes**

**Question:**

**Senator KENEALLY:** So it's not closed off, not yet resolved. When was the last time you requested additional resources from the government; and what was the response?

**Mr Manthorpe:** We are in discussions with the government about a whole range of things across the office at any point in time. I think it would be fair to say sometimes we succeed in securing additional resources and sometimes we do not, like most agencies of the Commonwealth. I can't give you a more precise answer than that. If you would like, I can take that on notice.

**Senator KENEALLY:** That'd be great. Thank you.

**Answer:**

Since the 2017-18 financial year, the Office of the Commonwealth Ombudsman has requested and received additional funding as follows:

| <b>Function</b>   | <b>Year/process</b> | <b>Amount</b>   |
|---|---------------------|---|
| Overseeing the National Disability Insurance Agency and the National Disability Insurance Quality and Safeguards Commission | 2017-18 BUDGET      | \$6.427m over 4 years starting in 2017-18 (ongoing \$1.614m pa), plus a further \$2.325m over 3 years starting in 2021-22 |
| Private Health Insurance Ombudsman – private health insurance reforms   | 2017-18 MYEFO       | \$5.112m over 4 years starting in 2018-19 (ongoing \$1.041m pa)   |
| Defence Force Ombudsman - Defence abuse reporting function  | 2018-19 BUDGET      | \$27.093m over 4 years starting in 2018-19 (ongoing \$6.061m pa)  |

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| National Preventative Mechanism Coordinator for OPCAT                                      | 2018-19 BUDGET  | \$1.202m over 4 years starting in 2018-19 (ongoing \$0.303m pa)  |
| Postal Industry Ombudsman – funding model  | 2018-19 MYEFO   | \$4.298m over 5 years starting in 2018-19 (ongoing \$0.889m pa)  |
| VET Student Loans Ombudsman – funding to support the VET-FEE-HELP remedy scheme            | 2018-19 BUDGET<br>2018-19 MYEFO (2018-19 PAES published)<br>2019-20 MYEFO | \$1m (2018-19 only)<br>\$5.650m over 2 years starting in 2018-19<br>\$15.415m over 2 years starting in 2019-20                     |
| NDIS Participant Service Guarantee - monitoring timeline performance                       | 2019-20 BUDGET  | \$2.000m over 4 years starting 2019-20 (\$0.500m ongoing)  |
| Overseeing compliance by the proposed Commonwealth Integrity Commission with covert powers | 2018-19 BUDGET<br>2019-20 BUDGET  | \$1.350m over 5 years starting in 2017-18 (ongoing \$0.270m pa)<br>\$0.965m over 3 years starting in 2020-21 (ongoing \$0.309m pa) |

The Office has also requested funding, which has not yet been provided, for two additional functions:

- Overseeing agency compliance with the computer access and industry assistance provisions of the *Surveillance Devices Act 2004* and the *Telecommunications Act 1997*, as introduced by the *Telecommunications and Other Legislation Amendment (Assistance and Access) Act 2018*.
- Overseeing agency compliance with the international production order scheme, introduced in the *Telecommunications Legislation Amendment (International Production Orders) Bill 2020*.

We are in ongoing discussion with government on these two measures.