

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
SUPPLEMENTARY BUDGET ESTIMATES HEARINGS– OCTOBER 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Complaints about the Department of Veteran Affairs

Senator: Senator Lambie

Question reference number: 236

Type of question: Written

Date set by the Committee for the return of answer: 2 December 2016

Number of pages: 3

Question:

Senator LAMBIE:

1. How many complaints have been made to the Ombudsman about Department of Veterans Affairs?
 - a. Can we please have these figures broken down by State and Force (Army, Navy, Airforce).
 - b. Can we please have a breakdown of the nature of the complaints.

Answer:

1. Complaints received by the Ombudsman about the Department of Veterans' Affairs for the period 1 July 2011 to 30 June 2016.

	Total number of complaints received	State/Territory	Army	Navy	Airforce	Not identified
2011-12	176	NSW	2	3	1	20
		VIC	1	1		21
		QLD	9	4	2	54

		SA	5			12
		WA	2		1	10
		TAS				4
		ACT	1	1		7
		NT				
		Overseas				2
		Not identified	1			12
2012-13	143	NSW	2	3	1	26
		VIC				21
		QLD	3		2	34
		SA	3		1	11
		WA				8
		TAS				8
		ACT				6
		NT	1			2
		Overseas				1
		Not identified		1	1	8
2013-14	126	NSW	3		1	16
		VIC	2		2	15
		QLD	5	2	1	30
		SA	1			12
		WA		1		5
		TAS				1
		ACT				6
		NT				2
		Overseas				
		Not identified	2	5		14
2014-15	120	NSW	3		1	21
		VIC	1		1	20
		QLD	3	1	1	32
		SA			1	11
		WA		1		3
		TAS				1
		ACT			1	4

		NT				1
		Overseas				
		Not identified	3	1		8
2015-16	117	NSW	2	1		9
		VIC	6	1	2	13
		QLD	1	3	1	27
		SA		1		14
		WA	1			4
		TAS				1
		ACT				5
		NT	2			
		Overseas	1			1
		Not identified	3		1	17

Note: (1) State/Territory is derived from the address given by a complainant. Some complainants only provide an email address or a mobile phone number.

- Key issues raised by complaints during the period 2011-12 to 2015-16 have related to pensions, Incapacity payments, Incapacity benefits, health care and compensation claims made under the Scheme for Compensation for Detriment caused by Defective Administration.