

**Senate Standing Committee on Economics**  
**ANSWERS TO QUESTIONS ON NOTICE**  
Innovation, Industry, Science and Research Portfolio  
Budget Estimates Hearing 2010-11  
31 May 2010

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**AGENCY/DEPARTMENT:** INNOVATION, INDUSTRY, SCIENCE AND RESEARCH

**TOPIC:** LPG Vehicle Scheme

**REFERENCE:** Written Question – Senator Eggleston

**QUESTION No.:** BI-85

Can you respond to the Commonwealth Ombudsman's comment that 231 complaints over the administration of the department's motor vehicle LPG conversion scheme?

**ANSWER**

The Commonwealth Ombudsman received 231 complaints from program inception to the end of June 2009. More than 245,400 applications had been received by this date. Most complaints were about eligibility for the program. The Commonwealth Ombudsman investigated only 34 of these complaints. Of these complaints, 16 decisions were reversed, mainly because the applicant subsequently provided additional information to substantiate their claim.