

Senate Finance and Public Administration Legislation Committee

**ADDITIONAL ESTIMATES – 9 FEBRUARY 2010
ANSWER TO QUESTION ON NOTICE**

Human Services Portfolio

Topic: Complaints to the Commonwealth Ombudsman

Question reference number: HS32a

Senator: RYAN

Type of question: Hansard F&PA page 114, 9 February 2010

Date set by the committee for the return of answer: 26 March 2010

Number of pages: 1

Question:

Senator RYAN – There was also a 30 per cent increase in the number of approaches to the Commonwealth Ombudsman. I know they are small numbers, and if this is in the range bouncing around from year to year, I would be happy for you to tell me, but there was an increase from 125 in 2007–08 to 161 in 2008–09. Is that within the normal range of movement for the number of approaches to the Commonwealth Ombudsman or is there a reason for that.

Ms O'Brien – I would have to take that on notice.

Answer:

The 161 approaches in 2008-09 to the Commonwealth Ombudsman appear to be in the acceptable range of movement. This is evidenced by 179 approaches in 2004-2005, 157 in 2005-2006 and 123 in 2006-2007.

Only a small number of approaches are referred to Medicare Australia for formal investigation.