

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
SUPPLEMENTARY BUDGET ESTIMATES 2011-2012

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program: Office of the Commonwealth Ombudsman

Topic: Resourcing and Performance of the Office of the Commonwealth Ombudsman

Senator: Senator Faulkner

Question reference number: 123

Type of question: Written

Date set by the committee for the return of answer: 2 December 2011

Number of pages: 9

Question:

With reference to the evidence of the Commonwealth Ombudsman, Mr Asher, on 17 October 2011:

- (a) Please provide details of Commonwealth resourcing by year since 2005-06.
- (b) Please provide details of in-jurisdiction complaints since 2005-06, by year and by agency.
- (c) Please provide details of complaints about the Office of the Commonwealth Ombudsman by year since 2005-06.

Answer:

- (a) Commonwealth resourcing by year since 2005–06:

	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	PBS 2011-12
Revenue from Government*	17,035	17,579	17,881	19,364	18,795	20,313	20,757
Own source revenue	1,349	1,326	1,513	1,392	1,314	1,761	1,734
Equity injections	1,089	59	149	- 132	145	25	-
Total resourcing	19,473	18,964	19,543	20,624	20,254	22,099	22,491
* From 2010-11 includes an amount for the Departmental Capital budget 2010-11 \$0.797m; 2011-12 \$0.759m							

(b) Approaches* within jurisdiction:

*Note: Approaches includes both complaints and queries by the public and dealt with by our office, although queries represent only a small percentage of the total approaches.

Agency	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
AAC - Australian Army Cadets	0	0	3	5	2	3
AAD - Australian Antarctic Division	0	0	0	0	6	1
AAFC - Australian Air Force Cadets	0	0	1	1	0	0
AAT - Administrative Appeals Tribunal	32	41	32	26	29	18
ABC - Australian Broadcasting Corporation	14	14	9	7	7	16
ABS - Australian Bureau of Statistics	60	105	40	13	51	44
ACARA - Australian Curriculum Assessment and Reporting Authority	0	0	0	0	2	0
ACC - Australian Crime Commission	8	9	4	4	7	3
ACCC - Australian Competition and Consumer Commission	31	28	36	17	32	47
ACICI - Administrator of Christmas Island and the Cocos (Keeling) Islands	0	0	0	0	0	1
ACLEI - Australian Commission for Law Enforcement Integrity	0	0	0	2	1	3
ACMA - Australian Communications and Media Authority	30	46	48	59	33	33
ACS - Australian Customs Service	115	123	105	0	0	0
ACSAA - Aged Care Standards and Accreditation Agency Ltd (The)	0	2	1	1	0	0
ADFA - Australian Defence Force Academy	2	3	0	0	0	0
AEC - Australian Electoral Commission	20	27	50	15	15	30
AFC - Australian Film Commission	2	3	0	2	0	0
AFMA - Australian Fisheries Management Authority	6	9	8	13	4	4
AFP - Australian Federal Police	769	694	353	351	219	207
AFPC - Australian Fair Pay Commission	0	5	0	0	0	0
AFTRS - Australian Film, Television and Radio School	1	0	0	1	0	0
AG - Attorney-General's Department	30	24	41	27	36	30
AGEDCC - Office of the Aged Care Commissioner	0	0	2	12	5	19
AH - Australian Hearing	0	3	1	1	0	1
AHC - Australian Heritage Council	2	0	1	0	0	0

AHL - Aboriginal Hostels Limited	1	2	5	5	9	9
AHRC - Australian Human Rights Commission	0	0	0	3	15	5
AIATSIS - Australian Institute of Aboriginal and Torres Strait Islander Studies	0	0	0	0	1	0
AIC - Australian Institute of Criminology	0	0	2	0	0	0
AIH - Australian Institute of Health and Welfare	0	1	0	0	0	1
AIR - Australian Industrial Registry	5	3	2	2	0	0
ACIAR - Australian Centre for International Agricultural Research	0	0	0	0	0	1
AIRFORCE - Royal Australian Air Force	77	57	48	45	39	29
AIS - Australian Institute of Sport	0	1	0	0	0	1
ALC - Anindilyakwa Land Council	0	0	0	0	5	0
AMC - Australian Maritime College	0	3	0	0	0	0
AMSA - Australian Maritime Safety Authority	0	0	0	10	1	1
ANC - Australian Navy Cadets	0	5	3	1	1	1
ANSTO - Australian Nuclear Science and Technology Organisation	1	2	0	3	0	3
ANTA - Australian National Training Authority	1	0	0	0	0	0
ANU - Australian National University	9	12	12	18	11	17
APRA - Australian Prudential Regulation Authority	44	55	83	221	166	162
APSC - Australian Public Service Commission	8	15	9	3	6	16
APVMA - Australian Pesticides and Veterinary Medicines Authority	0	0	3	4	2	5
AQIS - Australian Quarantine and Inspection Service	30	35	67	44	45	41
ARC - Administrative Review Council	0	0	0	0	2	0
ARCHIVES - National Archives of Australia	3	5	9	5	8	4
ARMY - Australian Army	159	145	138	141	111	103
ARPANSA - Australian Radiation Protection and Nuclear Safety Agency	0	0	0	1	2	1
ARTC - Australian Rail Track Corporation	0	0	0	1	1	1
ASA - Airservices Australia	6	0	8	8	12	8
ASDA - Australian Sports Drug Agency	0	1	0	1	8	1
ASIC - Australian Securities and Investments Commission	183	192	189	144	158	169
ATO - Australian Taxation Office	1451	1261	1219	1422	1810	2589

ATSB - Australian Transport Safety Bureau	0	0	0	0	0	3
AUDIT - Australian National Audit Office	0	1	0	0	0	0
AUSAID - Australian Agency for International Development (AusAID)	5	5	4	6	4	11
AUSINDUSTRY - AusIndustry	0	6	23	3	16	26
AUSPORT - Australian Sports Commission	1	0	3	1	6	5
AusRC - Australian Research Council	0	0	0	2	3	1
AUSTCOUN - Australia Council for the Arts	1	1	0	1	0	3
AUSTMINT - Royal Australian Mint	1	4	0	1	1	0
AUSTPOST - Australia Post	1303	1819	2083	2219	2626	3123
AUSTRAC - Australian Transaction Reports and Analysis Centre	2	0	0	3	5	3
AUSTRADE - Australian Trade Commission	9	4	5	9	5	4
AVO - Australian Valuation Office	0	2	4	0	0	1
AWBC - Australian Wine and Brandy Corporation	1	1	0	0	1	0
AWM - Australian War Memorial	0	1	1	0	1	1
CASA - Civil Aviation Safety Authority	45	18	18	10	20	27
CB - Classification Board	0	0	0	0	1	0
CLC - Central Land Council	0	0	5	4	1	3
CLINK - Centrelink	7095	6987	7573	7226	5199	4954
COMCARE - Comcare	85	97	79	94	72	64
COMSUPER - Commissioner for Superannuation (ComSuper)	34	37	33	37	29	16
CRIMTRAC - CrimTrac	1	2	0	1	2	0
CRS - Commonwealth Rehabilitation Service	16	31	24	16	18	9
CSA - Child Support Agency	1891	1790	2208	2471	2280	2121
CSIRO - Commonwealth Scientific and Industrial Research Organisation	2	4	9	2	2	12
CUSTOMS - Australian Customs and Border Protection Service	0	0	0	94	98	107
DAFF - Department of Agriculture, Fisheries and Forestry	17	12	19	44	19	17
DBCDE - Department of Broadband, Communications and the Digital Economy	0	0	20	11	15	40
DCC - Department of Climate Change and Energy Efficiency	0	0	0	6	153	305
DCITA - Department of Communications, Information Technology and the Arts	13	9	0	0	0	0

DEEWR - Department of Education, Employment and Workplace Relations	0	0	721	571	479	481
DEFENCE - Department of Defence	121	106	135	157	176	229
DESAT - Department of Education, Science and Training	32	24	0	0	0	0
DEWR - Department of Employment and Workplace Relations	394	567	0	0	0	0
DFACSA - Department of Families, Community Services and Indigenous Affairs	30	43	0	0	0	0
DFAHCSIA - Department of Families, Housing, Community Services and Indigenous Affairs	0	0	165	200	186	131
DFAT - Department of Foreign Affairs and Trade	136	155	148	179	131	133
DFRDBA - Defence Force Retirement and Death Benefits Authority	1	8	5	4	7	5
DHA - Defence Housing Australia	27	36	28	43	31	32
DHAGE - Department of Health and Ageing	132	113	116	140	124	120
DHS - Department of Human Services	1	9	8	3	2	6
DIAC - Department of Immigration and Citizenship	0	1379	1528	1459	1600	2137
DIISR - Department of Innovation, Industry, Science and Research	0	0	46	130	67	36
DIMA - Department of Immigration and Multicultural Affairs	1250	0	0	0	0	0
DIT - Department of Infrastructure and Transport	0	0	35	22	43	31
DITR - Department of Industry, Tourism and Resources	5	48	0	0	0	0
DOEH - Department of the Environment and Heritage	10	0	0	0	0	0
DOEW - Department of the Environment and Water	0	26	0	0	0	0
DEWHA - Department of the Environment, Water, Heritage and the Arts	0	0	42	46	341	0
DOFA - Department of Finance and Administration	10	28	0	0	0	0
DOFD - Department of Finance and Deregulation	0	0	23	22	45	49
DOTRS - Department of Transport and Regional Services	51	41	0	0	0	0
DPP - Office of the Commonwealth Director of Public Prosecutions	10	5	9	9	6	7
DPS - Department of Parliamentary Services	0	1	4	1	2	1
DRARDLG - Department of Regional Australia, Regional Development and Local Government	0	0	0	0	0	5
DRET - Department of Resources, Energy and Tourism	0	0	3	1	1	6
DSEWPC - Department of Sustainability, Environment, Water, Population and	0	0	0	0	0	25

Communities						
DSH - Defence Service Homes	2	0	2	0	0	0
DVA - Department of Veterans' Affairs	253	256	139	160	167	172
EFIC - Export Finance and Insurance Corporation	0	2	0	0	0	0
FAMCOURT - Family Court of Australia	88	64	31	52	45	32
FDS - Frontline Defence Services	0	1	0	0	0	0
FEDCOURT - Federal Court of Australia	17	23	14	6	6	8
FEDMAGC - Federal Magistrates Court of Australia	7	5	12	7	16	19
FFMA - Future Fund Management Agency	0	0	0	0	1	0
FSANZ - Food Standards Australia New Zealand	3	0	3	0	1	1
FWA - Fair Work Australia	0	0	0	0	6	25
FWO - Fair Work Ombudsman	0	0	0	0	53	79
GBRMPA - Great Barrier Reef Marine Park Authority	3	0	4	1	3	3
GG - Governor-General and Commander-in-Chief	3	5	0	1	1	4
GWRDC - Grape and Wine Research and Development Corporation	0	1	0	0	0	2
HICOURT - High Court of Australia	11	6	7	5	8	1
HSA - Health Services Australia	6	7	2	1	1	0
IBA - Indigenous Business Australia	0	10	17	12	7	4
ILC - Indigenous Land Corporation	2	4	1	4	0	3
IRDB – Industry Research and Development Board	1	0	0	0	0	0
IPAUST - IP Australia	11	14	9	9	16	12
ITSA - Insolvency and Trustee Service Australia	71	60	56	71	69	70
JOINTHSE - Joint House Department	0	0	0	0	0	1
MARA - Migration Agents Registration Authority	13	13	23	9	0	0
MDBA - Murray Darling Basin Authority	0	0	0	0	1	0
M-DBC - Murray Darling Basin Commission	0	0	0	1	0	0
MEDICARE - Medicare Australia	149	123	125	161	171	177
METBUR - Bureau of Meteorology	2	0	0	2	0	3
MRT - Migration Review Tribunal	26	23	0	0	0	0

MRTRRT - Migration Review Tribunal and Refugee Review Tribunal	0	0	31	28	19	26
NAVY - Royal Australian Navy	50	50	59	49	43	50
NCA – National Capital Authority	2	2	3	0	1	0
NCC - National Competition Council	1	0	0	0	1	0
NFSA - National Film and Sound Archives	0	0	0	0	0	1
NGA - National Gallery of Australia	1	1	1	0	1	0
NHMRC - National Health and Medical Research Council	1	1	3	1	1	3
NLA - National Library of Australia	0	4	0	1	1	2
NLC - Northern Land Council	0	7	7	1	12	24
NMA - National Museum of Australia	0	0	1	0	0	0
NNTT - National Native Title Tribunal	4	2	1	1	1	0
NRAC - National Rural Advisory Council	0	0	0	0	1	0
OAICO - Office of the Australian Information Commissioner	0	0	0	0	0	51
OBS - Outback Stores	0	0	0	0	0	3
OEA - Office of the Employment Advocate	10	1	0	0	0	0
OFLC - Office of Film and Literature Classification	3	0	0	0	0	0
OHS - Office of Hearing Services	1	2	1	0	0	1
OIPC - Office of Indigenous Policy Coordination	13	3	0	0	0	0
OMARA - Office of the Migration Agents Registration Authority	0	0	0	0	16	15
ORATSIC - Office of the Registrar of Aboriginal and Torres Strait Islander Corporations	0	0	11	5	0	0
ORER - Office of the Renewable Energy Regulator	0	0	0	1	0	3
ORIC - Registrar of Indigenous Corporations	0	0	0	0	9	12
OWO - Office of Workplace Ombudsman	0	0	665	65	4	0
OWS - Office of Workplace Services	0	30	0	0	0	0
PMC - Department of the Prime Minister and Cabinet	8	14	12	10	15	8
PRIVCOMM - Office of the Privacy Commissioner	44	45	47	85	66	37
PRODCOM - Productivity Commission	0	1	1	1	1	2
PSR - Professional Services Review	0	0	3	2	2	2

RACORP - Office of the Registrar of Aboriginal Corporations	6	5	0	0	0	0
RBA - Reserve Bank of Australia	2	2	1	0	0	1
REMUNTRI - Remuneration Tribunal	0	1	0	1	0	0
RIRDC - Rural Industries Research and Development Corporation	0	0	0	0	2	0
RRT - Refugee Review Tribunal	3	7	0	0	0	0
SA - Screen Australia	0	0	0	0	4	6
SBS - Special Broadcasting Service Corporation	0	1	2	1	0	0
SCT - Superannuation Complaints Tribunal	11	22	11	33	67	39
Seacare - Seafarers Safety, Rehabilitation and Compensation Authority	0	0	0	2	1	0
SENATE - Senate	0	0	0	1	0	0
SHFT - Sydney Harbour Federation Trust	0	0	1	0	0	0
SMEA - Snowy Mountains Hydro-electric Authority	0	0	0	1	0	0
SSAT - Social Security Appeals Tribunal	21	58	51	96	86	97
TAB - Tax Agents Board	0	7	14	6	6	0
TELSTRA - Telstra Corporation	210	228	0	0	0	0
TLC - Tiwi Land Council	1	3	2	1	0	0
TPB - Tax Practitioner's Board	0	0	0	0	3	33
TREASURY - Department of the Treasury	7	7	5	23	7	5
TSRA - Torres Strait Regional Authority	1	0	0	1	0	2
TT - Toll Transitions	0	0	0	0	0	5
VRB - Veterans' Review Board	0	2	0	3	0	2
WA - Workplace Authority	0	0	39	45	4	0
Private Education Providers - Overseas Student Ombudsman	0	0	0	0	0	95
Private Postal Operators	0	1	4	13	11	20
ACT Government	484	528	541	546	676	742
Grand Total	17384	18003	19621	19412	18313	19821

(c) The number of complaints made about the service provided by the Office of the Commonwealth Ombudsman is shown in the table below:

Year	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Complaints	7	30	44	45	28	45