

ACT Ombudsman—Quarterly Report

A REPORT ON THE ACTIVITIES OF THE ACT OMBUDSMAN

1 OCTOBER TO 31 DECEMBER 2020

Report by the ACT Ombudsman
Michael Manthorpe PSM

REPORT NO. **2 | 2021**

Introduction from ACT Ombudsman

I am pleased to introduce the second ACT quarterly report for 2020–21.

Following the ACT election in October 2020, we had an opportunity to re-engage with the ACT Assembly and I wrote to all the new Members of the Legislative Assembly informing them of my Office's role and functions. We look forward to working collaboratively with the new government, while providing oversight of its agencies.

I released a significant own motion investigation report this quarter – *Parole processes at the Alexander Maconochie Centre*. No person should be detained for longer than necessary and, ideally, a person sentenced to a prison term should be able to engage with the corrections system to help prepare for their release at the earliest reasonable time and aim for a successful transition back into the community. My report makes 15 recommendations about the administration of parole processes. All recommendations were accepted by the Justice and Community Safety Directorate and ACT Corrective Services intends to implement them by the end of 2021. My Office will continue to work with ACT Corrective Services to support the implementation of the recommendations.

In November, I published the *ACT Ombudsman Annual Report 2019–20*, the *Inspector of the ACT Integrity Commission Annual Report 2019–20* and my *Report on the operation of the Freedom of Information Act 2016 for 2019–20*. These reports are available on the ACT Ombudsman website ombudsman.act.gov.au.

Despite the ongoing challenges and uncertainty the COVID-19 pandemic presents, my Office continues to strive to provide assurance to the public and the Legislative Assembly that ACT government agencies have effective complaint handling systems in place and are acting with fairness and integrity.

We welcome feedback to the Office about the ACT Ombudsman activities and these quarterly reports as we continue to explore the most effective ways to influence improvements in ACT public administration and make a positive difference for the people of Canberra. Feedback can be provided to Ms Suseela Durvasula, Director of the ACT Strategy and FOI section at ACT.Ombo@ombudsman.gov.au.

Michael Manthorpe PSM
ACT Ombudsman

Contents

1. Our strategy in the ACT	1
2. Complaints management.....	1
3. ACT Policing.....	7
4. Engagement	7
5. Reportable Conduct Scheme	9
6. Freedom of Information	12
Appendix A	16
Appendix B	18

1. Our strategy in the ACT

The role of the ACT Ombudsman is to influence systemic improvement in public administration in the ACT and provide assurance that ACT government agencies within our jurisdiction act with fairness and integrity. We work with agencies to help ensure they provide accessible and effective complaint handling processes to the public.

We undertake this role through our complaint handling activities, as well as our oversight of:

- the ACT Freedom of Information (FOI) framework
- the ACT Reportable Conduct Scheme
- ACT Policing (as the Commonwealth Ombudsman)
- the ACT Integrity Commission (as the Inspector).

We also play a support role for the Judicial Council for which the Ombudsman is the principal officer.

Our functions are supported by an education and engagement program which aims to improve complaint handling by agencies. Our goal is to assist agencies to manage complaints effectively and encourage agencies to use complaints as a valuable tool to improve their own service delivery.

In addition to the ACT Ombudsman's Annual Report, we publish quarterly reports to provide highlights of our work throughout the year.

Our reports are published on the ACT Ombudsman website at ombudsman.act.gov.au.

This quarterly report presents information about complaints received, investigated and finalised, enquiries, new and ongoing trends, community and agency engagement, reportable conduct notifications and investigations, freedom of information contacts and reviews for the second quarter of 2020–21 from 1 October to 31 December 2020.

Priority areas for our Office this quarter included:

- finalising an own motion investigation report into Parole processes at the Alexander Maconochie Centre (AMC)
- publishing 2019–20 annual reports on ACT Ombudsman functions, the Inspector of the ACT Integrity Commission and the operation of the *Freedom of Information Act 2016*
- commencing in-person outreach to the AMC.

We welcome feedback to the Office about our ACT Ombudsman activities and these quarterly reports. Feedback can be provided to Ms Suseela Durvasula, Director of the ACT Strategy and FOI section at ACT.Ombo@ombudsman.gov.au.

2. Complaints management

Complaints received

During this reporting period, as outlined in Table 1—ACT complaints received from 1 October to 31 December 2020 compared to the same period of the previous financial year, the Office received a total of **162 complaints**, which was similar to the 159 complaints received last quarter.

Complaint levels are 37 per cent higher than the same period last financial year.

Table 1—ACT complaints received from 1 October to 31 December 2020 compared to the same period of the previous financial year

Complaints received	2019–20	2020–21
Complaints received about ACT agencies	98	122
Complaints received about ACT Policing	16	28
Complaints received about the FOI Act	2	1
Complaints received about ACT Reportable Conduct Scheme	2	10
Complaints received about ACT Integrity Commission	N/A	1
Total complaints received	118	162

Complaints about ACT Directorates and agencies

Of the **150 complaints** received about ACT agencies and ACT Policing this quarter, 32 complaints related to the Community Services Directorate, followed by 31 complaints related to the Justice and Community Services Directorate and 28 complaints about ACT Policing.

Table 2—ACT Directorate complaints received from 1 October to 31 December 2020

ACT Directorate	Number of complaints received 1 Oct–31 Dec 2020	Percentage of complaints received 1 Oct–31 Dec 2020
Community Services Directorate	32	21%
Justice and Community Safety Directorate	31	20%
ACT Policing	28	19%
Chief Minister, Treasury and Economic Development Directorate	23	15%
Independent Statutory Offices	10	7%
Education Directorate	9	6%
Transport Canberra and City Services Directorate	7	5%
Environment Planning and Sustainable Development Directorate	6	4%
Canberra Health Services	2	1%
Health Directorate	2	1%
Total complaints received	150	100%

The highest number of complaints received about individual ACT agencies this quarter were:

- Housing ACT—29 complaints
- ACT Corrective Services—29 complaints
- Access Canberra—15 complaints.

The detailed number of complaints received about ACT Directorates and individual agencies between 1 October and 31 December 2020 is provided at **Appendix A**.

How complaints were made

Figure 1—How ACT complaints were made from 1 October to 31 December 2020

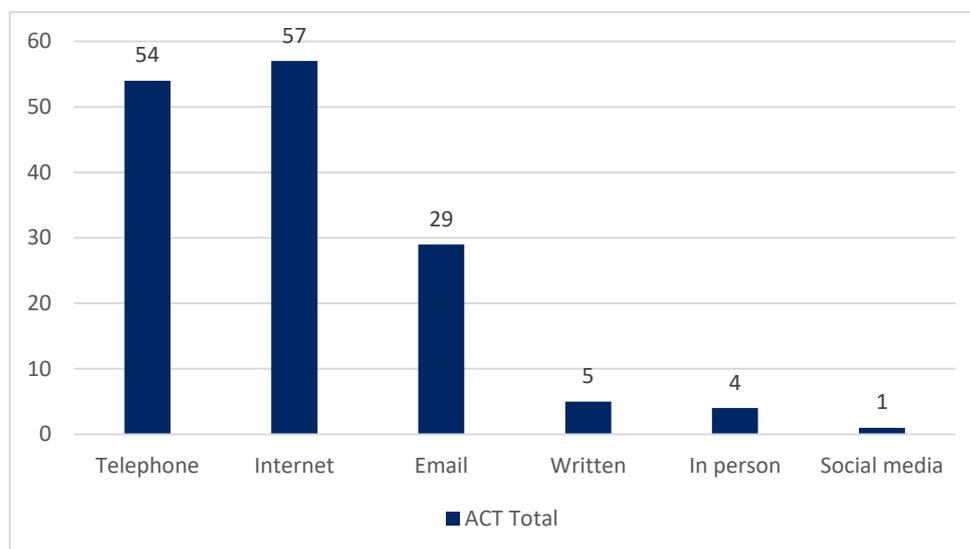


Figure 1 shows the internet (our web form) is the most common channel to make a complaint with our Office, followed by the telephone. Email, written and in-person channels are less commonly used. The complaints made in person were a result of our outreach activities. While the data shows one complaint made through social media, enquiries made to the ACT Ombudsman Facebook page are redirected back to the ACT Ombudsman website to use the online complaint form.

Complaints finalised

As outlined in Table 3—ACT complaints finalised from 1 October to 31 December 2020 compared to the same period of the previous financial year, the Office finalised **160 complaints** during this quarter:

- 124 complaints about ACT government agencies
- 25 ACT Policing matters
- 10 complaints about the Reportable Conduct Scheme
- one complaint about the *Freedom of Information Act 2016*.

Table 3—ACT complaints finalised from 1 October to 31 December 2020 compared to the same period of the previous financial year

Complaints finalised from 1 October to 31 December	2019–20	2020–21
Complaints finalised about ACT agencies	96	123
Complaints finalised about ACT Policing	18	25
Complaints finalised about ACT Reportable Conduct Scheme	2	10
Complaints finalised about the FOI Act	1	1
Complaints finalised about ACT Integrity Commission	N/A	0
Total complaints finalised	117	160

Complaints to the Office can result in different outcomes, including a clearer explanation of the decision, an apology, further action taken by the agency, or an expedited process within the agency.

Every complaint is assessed to see if it can be resolved quickly, or whether a more formal investigation is warranted. Our renewed focus on early resolution provides a better service for complainants.

A number of factors determine how we deal with a complaint, including whether:

- the agency concerned had an opportunity to resolve the complaint or an internal review pathway exists
- another oversight body or a tribunal could provide a better outcome
- a reasonable outcome is available for the complainant.

Positive outcomes for complainants can be achieved with or without a full investigation, such as where we can give a better explanation to the person, based on our knowledge of processes of Directorates and agencies.

During this quarter the Office finalised **eight complaints** using **preliminary inquiries**. A preliminary inquiry is a one-off, straightforward inquiry made of an agency to determine whether or not to investigate a complaint. Agencies are asked to provide a response within a week.

The preliminary inquiries undertaken this quarter were primarily used to assess time-critical matters for vulnerable complainants, including people who require public housing and people engaged with the justice system. In each of the eight preliminary inquiries we decided not to investigate the complaints further and were able to assist the complainants by providing a clear explanation of the agencies decisions. In two of the preliminary inquiries, the agencies involved demonstrated they had started to address the concerns raised shortly before we contacted them and we were able to advise the complainants of what to expect.

Outcomes of investigated complaints

During this quarter, the Office finalised **five investigations** for ACT agencies. More than one outcome can be achieved per complaint investigation. The outcomes achieved this quarter included:

- a better explanation provided by the agency
- a better explanation provided by our Office
- a remedy provided by the agency.

The table at **Appendix B** provides outcomes of complaint investigations finalised this quarter, broken down by ACT Directorates and agencies.

Of the finalised five investigations about ACT agencies, three concerned ACT Correctional Services (ACTCS), one concerned the University of Canberra, and one concerned the Public Trustee and Guardian of the ACT. In all investigations we found that the agencies involved had acted appropriately and followed their respective policies and procedures. We were able to assist the complainants involved by explaining the reasoning behind the agencies' decisions, while also providing assurance that we had carefully investigated their issues.

Own Motion Investigation—ACT Corrective Services

On 23 November 2020, the Office published a report—*Parole processes at the Alexander Maconochie Centre*. Following a number of concerns raised by detainees, service providers and Official Visitors about detainees' experience of the parole process in the ACT, our Office investigated ACTCS's administration of the parole process. Our investigation highlighted that

some detainees were unnecessarily remaining in prison beyond their earliest release date. During the investigation we identified broader concerns about the way ACTCS conducted their parole processes and the lack of up-to-date and comprehensive policies and processes.

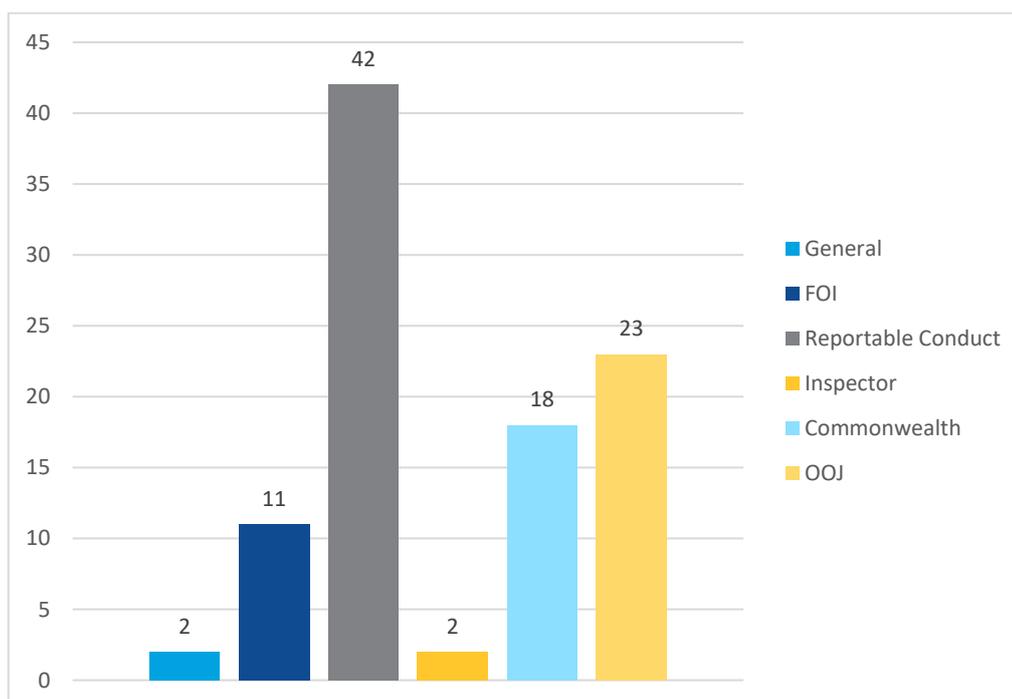
Our Office welcomes JACS' response to the report, which accepted all 15 recommendations. Our Office will continue to work closely with ACTCS to monitor its commitment to implement an Integrated Offender Management system by the end of 2021, which focuses on preparing detainees for release at the earliest opportunity, with due regard for risk and community safety.

ACT enquiries

The ACT Ombudsman received **98 enquiries** during this reporting period. Of these:

- two were general enquiries related to the work of the ACT Ombudsman
- 11 were about ACT FOI
- 42 were about the Reportable Conduct Scheme
- two were about our role as the Inspector of the ACT Integrity Commission
- 18 related to the work of the Commonwealth Ombudsman
- 23 were out of jurisdiction (OOJ) for our Office.

Figure 2—Type of enquiries received by the ACT Ombudsman from 1 October to 31 December 2020



Performance against service standards

The ACT Ombudsman is also the Commonwealth Ombudsman. Our Office has service standards in place which apply to complaints we receive about both the Australian Government and ACT Government agencies. The same service standards are used for complaints to the Office of the Commonwealth Ombudsman about Australian government agencies.

We aim to resolve 60 per cent of all government complaints within seven days. We are usually able to achieve this timeframe for routine or simple complaints, with complex complaints taking longer. This means we may not always meet the 60 per cent target when we receive a higher proportion of more complex complaints.

This quarter, 33 per cent of complaints about ACT government agencies were closed within seven days, with 61 per cent of complaints finalised in 30 days and 94 per cent finalised in 90 days.

We continue to explore ways to deliver efficiencies in complaints management, while ensuring we provide the ACT community with appropriate levels of service where complaints are complex.

New and ongoing complaint trends

In this quarter, Housing ACT (29), ACT Corrective Services (ACTCS) (29) and Access Canberra (15) recorded the three highest numbers of complaints by agency.

The number of complaints about **Housing ACT** (29) decreased slightly this quarter, down from 33 complaints in the previous quarter.

The main issues raised in complaints were about:

- delays in responding to applications for priority housing and requests to transfer housing
- waiting times for access to public housing
- neighbour disputes and anti-social behaviour
- poor and delayed responses to requests for maintenance
- disputed rent deductions.

This quarter, we made six assisted complaint referrals to Housing ACT. The assisted referral process ensures vulnerable complainants who find it difficult to resolve their housing-related issues are placed in direct contact with the area that can assist them. We will follow up the outcomes of these referrals with ACT Housing in the next quarter.

Complaints about the **ACTCS** (29) increased slightly from 28 the previous quarter. The majority of complaints received were from detainees at the Alexander Maconochie Centre. We continue to receive complaints about a wide range of issues, including:

- concerns about personal safety
- difficulty accessing health services
- increased time spent in lockdown
- conditions at the detention facility, including food and access to work
- decisions made about accommodation placements, including transfers.

Two complaints were transferred to ACTCS to deal with, under new assisted referral arrangements. Where a complaint concerns the immediate safety, wellbeing or dignity of a detainee or where a detainee is having difficulty accessing the complaints process, they are put in direct contact with the area best able to manage their complaint quickly and effectively. We are working with ACTCS to establish a feedback loop to ensure our Office is updated about the outcome of those complaints.

Assisted Referral Case Study—ACT Corrective Services

A detainee contacted our Office concerned about their safety, due to threats of violence from other detainees. The detainee advised they had experienced serious physical harm while previously in detention. They were not sleeping and were too scared to leave their room. Due to the claimed urgency, our Office transferred the complaint immediately to ACTCS under our assisted referral policy.

In less than two working days, ACTCS advised our Office that staff had followed up with the detainee to ensure they had not been assaulted during their current period of custody. ACTCS staff clarified that the detainee's concerns related to a threat from a particular detainee. ACTCS assured our Office that appropriate actions had been taken to ensure that the risk was mitigated.

Complaints about Access Canberra (15) decreased from 18 in the previous quarter. Complaints were about a wide range of issues, including:

- parking infringement notices
- the administrative process relating to car registration
- dissatisfaction with Access Canberra’s response to complaints about a range of matters, including complaints about builders and developers, noise levels from licenced premises and processes for Marriage Celebrants.

3. ACT Policing

The ACT Ombudsman receives and considers complaints about ACT Policing. This quarter we received **28 complaints** about ACT Policing and finalised **25 complaints**. Complaint numbers were similar to the previous quarter in which we received 29 complaints and finalised 26 complaints about ACT Policing.

Of the 25 complaints finalised during this quarter, 24 were resolved using our Office’s early resolution tools and one was investigated. The finalised investigation related to an allegation of officer misconduct during an arrest. We provided a better explanation to the complainant as a result of this investigation.

Figure 2 shows the trends in ACT Policing complaints received and finalised over the last four quarters.

Figure 2—Trends in ACT Policing complaints received and finalised from 1 January to 31 December 2020



The Office is responsible for inspecting ACT Policing records related to the use of certain covert and intrusive powers under ACT legislation. During this quarter we finalised two inspection reports on previously conducted inspections of ACT Policing, under the *Crimes (Surveillance Devices) Act 2010* (ACT) and the *Crimes (Controlled Operations) Act 2008* (ACT). The results of these inspections will be included in the ACT Ombudsman’s 2020–21 annual report.

The Office’s next inspections of ACT Policing are scheduled for March 2021.

4. Engagement

Community engagement

Community engagement is an essential part of our work and the COVID-19 pandemic has highlighted the importance of regular and up-to-date information being provided to our community stakeholders.

In this quarter, we recommenced in-person outreach to the Alexander Maconochie Centre (AMC). We visited the AMC twice, where we met with detainees and provided information about the role of our Office. These visits gave us an opportunity to hear about detainees' concerns, not only about conditions at the AMC, but about their experience with other ACT government agencies. We will continue to explore other avenues to provide outreach to detainees, which will include information sessions to detainee delegates, along with the ACT Human Rights Commission. Staff at the Office also attended meetings with the ACT Prisoner's Aid.

Our Office is committed to promoting respectful relationships with Aboriginal and Torres Strait Islander peoples and cultures. We attended the ACT Policing Chief Police Officer's virtual Aboriginal and Torres Strait Islander Community Forum, on 4 November 2020. We also participated in a one-day Aboriginal Cultural Awareness Program organised by the ACT Council of Social Services and staff are in regular contact with the Indigenous Official Visitor for the AMC. With the easing of COVID-19 restrictions, the Office hopes to do more outreach to ACT Indigenous specific agencies in 2021.

Agency engagement

We liaise regularly with Directorates and agencies across the ACT as part of our oversight role, to monitor possible systemic issues and identify improvements for public administration. This quarter, we participated in meetings with the ACT Human Rights Commission, ACT Housing, Access Canberra and ACT Corrective Services (ACTCS) and the ACT Integrity Commission and we continued our regular engagement with ACT Policing.

ACTCS

In relation to our oversight of the Alexander Maconochie Centre, we:

- continued to attend virtual meetings with ACTCS, the Official Visitors, the ACT Human Rights Commission, the ACT Inspector of Correctional Services and the ACT Public Advocate
- presented information sessions about the ACT Ombudsman's role and jurisdiction at the induction training for ACTCS custodial officer recruits
- participated in a roundtable meeting hosted by JACS and attended by important stakeholders, to discuss the implementation of the Optional Protocol to the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) and the designation of National Preventative Mechanisms in the ACT.

ACT Integrity Commission

In November, the Ombudsman, in his capacity as Inspector of the ACT Integrity Commission, hosted a virtual meeting with the Parliamentary Inspectors and Reviewers to provide updates about the oversight of State and Territory integrity commissions. This was also an opportunity to share insights into challenges and best practice to advance good administration in our respective jurisdictions.

In addition to the regular Director-level meetings with the ACT Integrity Commission, we explored common areas to provide education to ACT government agencies about our role and functions to avoid duplication and establish a ‘no wrong door’ approach.

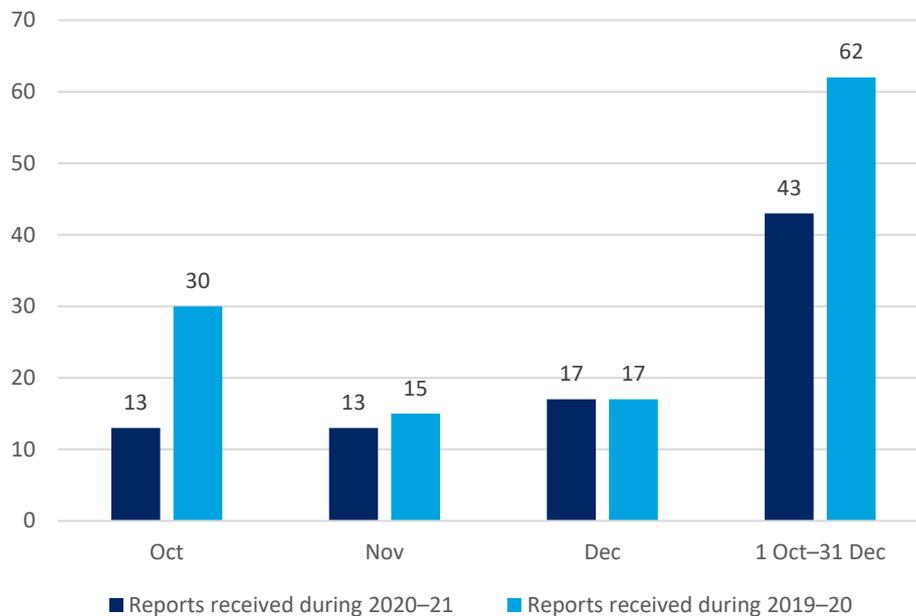
5. Reportable Conduct Scheme

Notifications received

This quarter, the Office received **43 initial notifications** from entities about allegations of reportable conduct, with five of these being notified to ACT Policing.

As outlined in Figure 3, this is a 31 per cent decrease in reporting, compared to the same quarter in the 2019–20 financial year.

Figure 3—Notifications received from 1 October to 31 December 2020 compared to the same period of the previous financial year



The largest number of notifications received were from government and non-government schools (15 reports) followed by the kinship and foster care sector (13 reports) and education and care service providers (nine reports).

Table 4 outlines the number of notifications received this quarter, by sector.

Table 4—Notifications received from 1 October to 31 December 2020 by sector

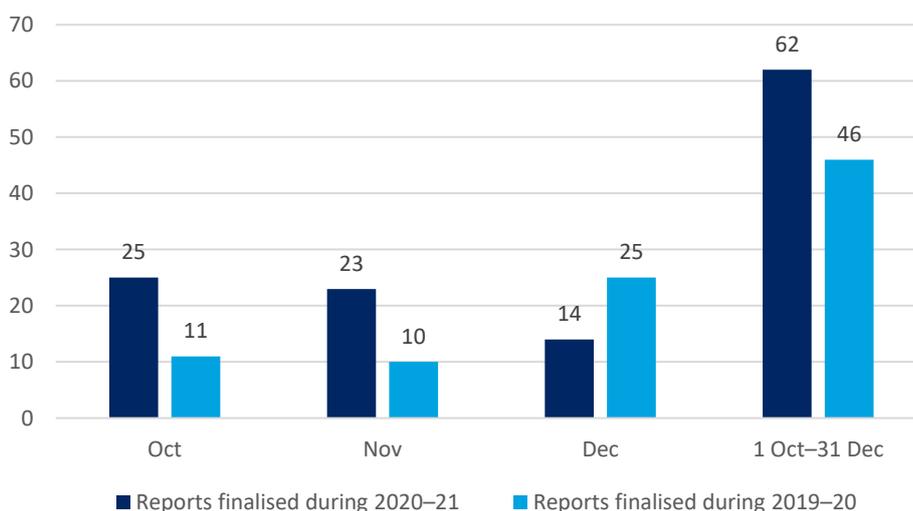
Sector	Number of notifications received 1 Oct–31 Dec 2020	Percentage of notifications received 1 Oct–31 Dec 2020
Government and non-government schools	15	35%
Kinship and foster care	13	30%
Education and care service providers	9	21%
Religious organisations	2	5%
Residential care organisations	2	5%
ACT Directorates	1	2%
Health service providers	1	2%
Total notifications received	43	100%

Reports finalised

In this quarter, as outlined in Figure 4, the Office finalised **62 matters**, a 35 per cent increase in finalised cases compared to the same quarter for the previous financial year.

This is a slight increase on the previous quarter and is a reflection of the measures the Office put in place to complete matters following the impact of COVID-19.

Figure 4—Reports finalised from 1 October to 31 December 2020 compared to the same period of the previous financial year



After notifying the Office of a reportable conduct allegation(s), an organisation must update the Ombudsman on the outcome of its investigation and the action it has taken as a result.

An investigation into alleged reportable conduct may find the allegation was not sustained on the basis of insufficient evidence or lack of evidence of weight. In some cases, an allegation may be found to have been false or may not meet the definition of reportable conduct.

Where an investigation has resulted in a sustained reportable conduct matter, the organisation must report the action taken to address the matter.

The final investigations outcomes of each allegation, and the action taken by organisations this quarter, are summarised in Figure 5 and Table 5.

Figure 5—Final investigation outcomes reported by organisations from 1 October to 31 December 2020

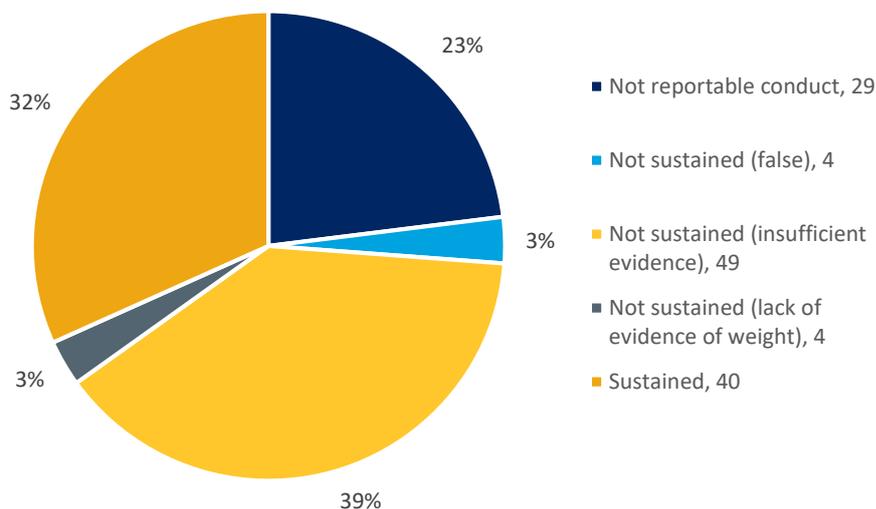


Table 5— Final investigation actions taken by organisations from 1 October to 31 December 2020

Action	Number of actions taken by organisations 1 Oct–31 Dec 2020	Percentage of actions taken by organisations 1 Oct–31 Dec 2020
No action after the investigation process	46	38%
Training	17	14%
Termination	17	14%
Letter of warning	14	11%
Performance monitoring or managing	12	10%
Counselling	9	7%
Transfer/demotion	4	3%
Other forms of disciplinary action as per employer	2	2%
A formal apology	1	1%

Performance against service standards

Our Office has service standards in place for our Reportable Conduct function.

When we receive a new notification from an organisation about an allegation of reportable conduct (s 17G notification), we assess the initial response by the organisation against criteria such as its reporting to other bodies, its risk assessment and its investigation plan. This allows the organisation to take into account our feedback during its investigation. We aim to do this within seven days in 80 per cent of cases.

This quarter we met our service standard and assessed 80 per cent of initial notifications within seven days.

When we receive a final report from an organisation following its investigation into reportable conduct allegations (s 17J report), we consider whether there was a proper investigation, appropriate action taken and whether we need further information from the organisation. This gives the organisation reasonable opportunity to act on our feedback or provide further information. We aim to complete this within 28 days in 80 per cent of cases.

This quarter we assessed 54 per cent of these assessments within this timeframe. The Office experienced a high influx of final reports from organisations in the last part of 2019–20. This influx of reports resulted in a backlog of s17J reports to be assessed. We put measures in place to address this backlog, including a risk based approach to triage our assessment of s17J reports. These strategies resulted in the backlog being cleared during this quarter.

Engagement and monitoring activities

The Office monitors the practices and procedures that organisations put in place for the prevention of reportable conduct and for dealing with reportable allegations and convictions. This quarter we continued providing feedback on policies, practices and procedures through our casework and liaison meetings.

The Office continued planning how we deliver our information sessions and explored training opportunities for organisations, taking into account the restrictions imposed by COVID-19 precautions.

This quarter we maintained regular liaison with the Education Directorate, Barnardos, Access Canberra, Chief Minister, Treasury and Economic Development Directorate (CMTEDD), the Community Services Directorate (CSD) and the Senior Practitioner. We attended the Children and Young People Oversight Agencies Group convened by the Public Advocate and the Children and Young People Commissioner as well as the Bimberi Oversight Group convened by CSD.

6. Freedom of Information

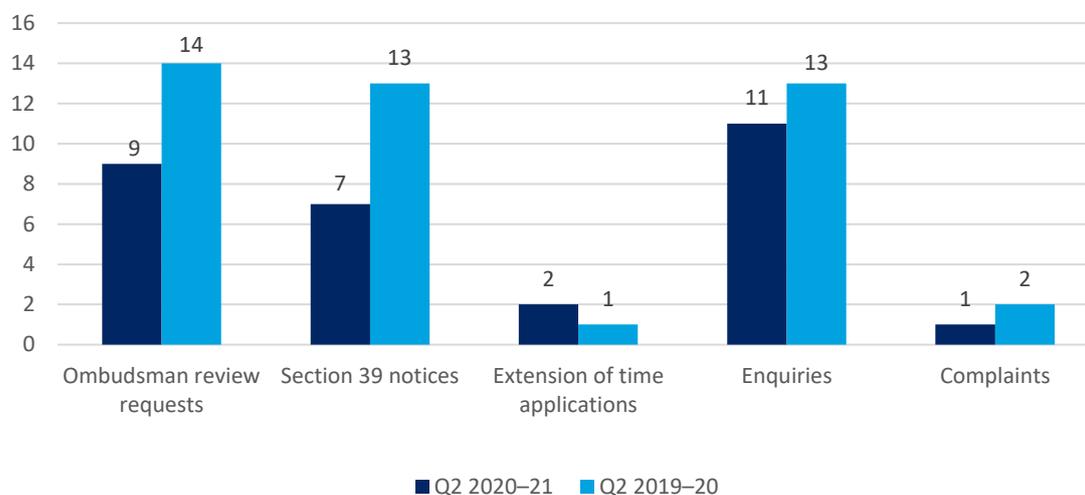
FOI contacts received

As outlined in Figure 6, the Office received **30 contacts** about our role under the FOI Act during this quarter, a decrease on the 34 contacts received in the previous quarter.

These comprised:

- nine applications for Ombudsman review
- seven section 39 notices (notices given to the Ombudsman to advise that a decision on an access application was not made in time)
- two extension of time requests
- 11 enquiries
- one complaint.

Figure 6—FOI contacts received from 1 October to 31 December 2020 compared to the same period of the previous financial year



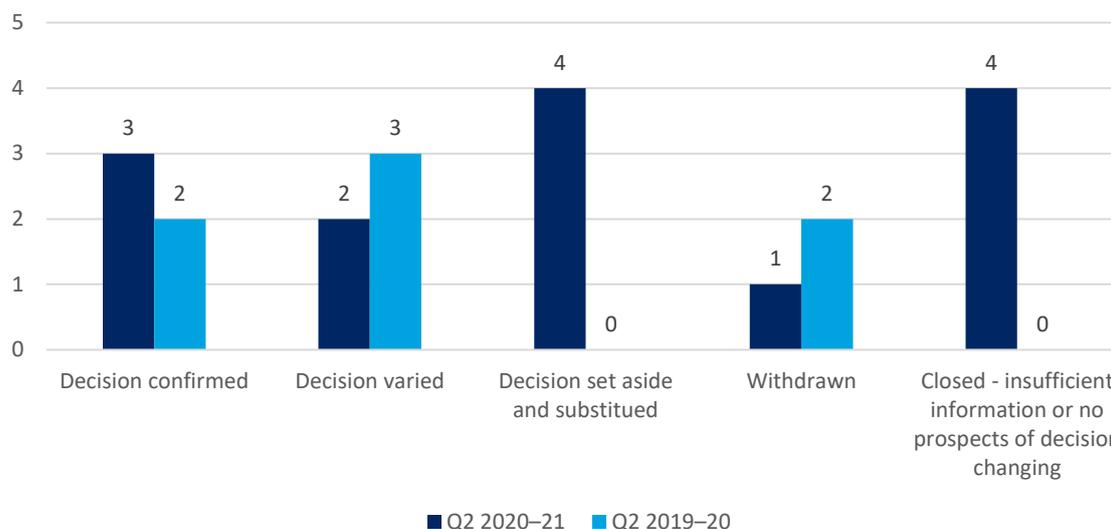
Finalised FOI reviews

As shown in Figure 7, the Office finalised **14 Ombudsman reviews** this quarter.

The outcomes of these reviews were:

- the original decision was **confirmed** in three cases
- the original decision was **varied** in two cases
- the original decision was **set aside** in four cases
- one matter was **withdrawn** by the applicant following informal resolution activities
- four matters were **finalised without review**, with our Office finding there were no reasonable prospects of success, or the respondent had otherwise resolved the matter.

Figure 7—FOI review requests finalised from 1 October to 31 December 2020 compared to the same period of the previous financial year



Performance against service standards

Our Office has service standards in place for our FOI review applications.

This quarter:

- 21 per cent of FOI review matters were finalised within six weeks (below the standard of 30 per cent)
- 50 per cent were finalised in 12 weeks (below the standard of 60 per cent)
- 93 per cent were finalised in six months (below the standard of 100 per cent).

FOI review matters can generally be finalised in six weeks where informal resolution is successful. Our ability to meet the 30 per cent service standard is expected to vary depending on the number of cases that can be finalised through informal resolution processes and the complexity of matters. This quarter, we fell just under this service standard, with one of the 14 matters informally resolved. Where a formal decision is required, routine matters are expected to take 12 weeks to finalise and complex matters can take longer.

Published decisions

As at 31 December 2020, we have published **61 decisions** on the ACT Ombudsman website.

Nine of these decisions were published during this reporting period. Publication of decisions provides agencies and applicants with guidance on the FOI Act, including the application of the public interest test.

Engagement and monitoring activities

In this quarter, the Ombudsman published the *2019–20 FOI Annual Report*, reporting on the data of all ACT Government directorates and observations about the operation of the FOI Act during the financial year.

In November 2020, the Deputy Ombudsman attended the biannual meeting of the Association of Information Access Commissioners, providing the ACT’s jurisdictional update and discussing

Australia's Open Government National Action Plan with Information Commissioners around Australia.

We continued our liaison with ACT FOI practitioners through our quarterly newsletter and provided best practice advice and guidance to agencies as required. We also began planning our next in-person FOI practitioners' forum, which is scheduled for February 2021.

Appendix A: Complaints received about ACT Directorates and agencies from 1 October to 31 December 2020

Directorate / Agency	Total received	Total finalised	Finalised with investigation	Finalised without investigation
Canberra Health Services	2	2	–	2
Chief Minister, Treasury and Economic Development Directorate	23	26	1	25
Access Canberra	15	13	–	13
ACT Revenue Office	4	3	–	3
Canberra Institute of Technology	–	1	–	1
University of Canberra	4	7	1	6
Chief Minister, Treasury and Economic Development - other agencies	–	2	–	2
Community Services Directorate	32	36	–	36
Housing ACT	29	32	–	32
Community Services – other	3	4	–	4
Education Directorate	9	7	–	7
Environment Planning and Sustainable Development Directorate	6	5	–	5
Health Directorate	2	2	–	2
Justice and Community Safety Directorate	31	30	3	27
ACT Corrective Services	29	28	3	25
ACT Emergency Services Agency	–	–	–	–
Justice and Community Safety - other agencies	2	2	–	2
Transport Canberra and City Services Directorate	7	8	–	8
ACTION Bus	–	–	–	–
Transport Canberra and City Services - other agencies	7	8	–	8

ACT Ombudsman—Quarterly report, 1 October to 31 December 2020

Directorate / Agency	Total received	Total finalised	Finalised with investigation	Finalised without investigation
Independent statutory offices	10	8	1	7
ACT Court or Tribunal	3	2	–	2
ACT Electoral Commission	–	–	–	–
ACT Human Rights Commission	–	–	–	–
Director of Public Prosecutions	–	–	–	–
Legal Aid ACT	–	–	–	–
Public Trustee and Guardian for the ACT	7	6	1	5
Prescribed authorities	–	–	–	–
ACT Law Society	–	–	–	–
Territory-owned corporations	–	–	–	–
ACT Long Service Leave Authority	–	–	–	–
Icon Water	–	–	–	–
Total ACT Government	122	124	5	119
ACT Policing	28	25	1	24
Total ACT	150	149	6	143

Appendix B: Outcomes of complaint investigations finalised from 1 October to 31 December 2020

Directorate / Agency	Investigations finalised	No remedy	Action expedited	Apology	Change to law, policy or practice	Decision changed or reconsidered	Better explanation by Ombudsman	Better explanation by agency	Agency officer counselled/disciplined	Remedy provided by agency	Penalty waived or reduced	Total positive remedies achieved
Canberra Health Services	–	–	–	–	–	–	–	–	–	–	–	–
Chief Minister, Treasury and Economic Development Directorate	1	–	–	–	–	–	1	–	–	–	–	1
Access Canberra	–	–	–	–	–	–	–	–	–	–	–	–
ACT Revenue Office	–	–	–	–	–	–	–	–	–	–	–	–
Canberra Institute of Technology	–	–	–	–	–	–	–	–	–	–	–	–
University of Canberra	1	–	–	–	–	–	1	–	–	–	–	1
Chief Minister, Treasury and Economic Development - other agencies	–	–	–	–	–	–	–	–	–	–	–	–
Community Services Directorate	–	–	–	–	–	–	–	–	–	–	–	–
Housing ACT	–	–	–	–	–	–	–	–	–	–	–	–
Community Services—other agencies	–	–	–	–	–	–	–	–	–	–	–	–
Education Directorate	–	–	–	–	–	–	–	–	–	–	–	–
Environment Planning and Sustainable Development Directorate	–	–	–	–	–	–	–	–	–	–	–	–
Health Directorate	–	–	–	–	–	–	–	–	–	–	–	–
Justice and Community Safety Directorate	3	–	–	–	–	–	1	1	–	1	–	3
ACT Corrective Services	3	–	–	–	–	–	1	1	–	1	–	3
ACT Emergency Services Agency	–	–	–	–	–	–	–	–	–	–	–	–
Justice and Community Safety—other agencies	–	–	–	–	–	–	–	–	–	–	–	–

ACT Ombudsman—Quarterly report, 1 October to 31 December 2020

Directorate / Agency	Investigations finalised	No remedy	Action expedited	Apology	Change to law, policy or practice	Decision changed or reconsidered	Better explanation by Ombudsman	Better explanation by agency	Agency officer counselled/ disciplined	Remedy provided by agency	Penalty waived or reduced	Total positive remedies achieved
Transport Canberra and City Services Directorate		-	-	-	-	-	-	-	-	-	-	-
Transport Canberra and City Services - other agencies		-	-	-	-	-	-	-	-	-	-	-
Independent statutory offices	1	-	-	-	-	-	-	-	-	1	-	1
ACT Court or Tribunal	-	-	-	-	-	-	-	-	-	-	-	-
ACT Human Rights Commission	-	-	-	-	-	-	-	-	-	-	-	-
Director of Public Prosecutions	-	-	-	-	-	-	-	-	-	-	-	-
Legal Aid ACT	-	-	-	-	-	-	-	-	-	-	-	-
Public Trustee and Guardian for the ACT	1	-	-	-	-	-	-	-	-	1	-	1
Prescribed authorities	-	-	-	-	-	-	-	-	-	-	-	-
ACT Law Society	-	-	-	-	-	-	-	-	-	-	-	-
Territory-owned corporations	-	-	-	-	-	-	-	-	-	-	-	-
ACT Long Service Leave Authority	-	-	-	-	-	-	-	-	-	-	-	-
ICON Water	-	-	-	-	-	-	-	-	-	-	-	-
Total ACT Government	5	-	-	-	-	-	2	1	-	2	-	5
ACT Policing	1	-	-	-	-	-	1	-	-	-	-	1
Total ACT	6	-	-	-	-	-	3	1	-	2	-	6