

ACT Ombudsman—Quarterly Report

A REPORT ON THE ACTIVITIES OF THE ACT OMBUDSMAN

1 JANUARY TO 31 MARCH 2021

Report by the ACT Ombudsman
Michael Manthorpe PSM

REPORT NO. **3 | 2021**

Introduction from ACT Ombudsman

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

This quarter, I released an own motion investigation report on *ACT Policing's administrative framework for engagement with the ACT Aboriginal and Torres Strait Islander community*. My investigation looked at whether the programs, policies, procedures and training ACT Policing has in place to manage its engagement with the ACT Aboriginal and Torres Strait Islander community, are appropriate and well administered.

The report makes nine recommendations aimed at improving ACT Policing's administrative and governance processes. It explicitly calls for meaningful consultation with the ACT Aboriginal and Torres Strait Islander community in relation to the design, delivery and evaluation of community policing and engagement activities.

I am pleased ACT Policing and the Australian Federal Police have agreed to act on the recommendations, in close consultation with the ACT Aboriginal and Torres Strait Islander community. My Office will work with ACT Policing to monitor and where appropriate work in consultation with ACT Policing on, the implementation of these recommendations. This work demonstrates the value of having both the ACT Ombudsman and Commonwealth Ombudsman functions together in one Office, working to support improved public administration in the ACT.

Engagement with ACT Government agencies has continued this quarter. My Office held a face-to-face Freedom of Information practitioners' forum involving over 30 representatives from ACT government agencies and a Reportable Conduct practitioners' forum. Both events were opportunities to share best practice and recent developments and address common challenges.

We welcome feedback to the Office about our 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 positive differences for the people of Canberra. Feedback can be provided to the Director of the ACT Strategy and FOI team at actombo@ombudsman.gov.au

Michael Manthorpe PSM
ACT Ombudsman

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1. Our strategy in the ACT

The ACT Ombudsman uses complaints, reviews and data received through strategic engagement to support systemic improvement in public administration in the ACT and provide assurance that the ACT government agencies within our jurisdiction act with fairness and integrity. An important part of the work we do is to assist agencies to ensure their complaint handling systems are accessible and effective.

As well as complaint handling activities, we oversee:

- 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.

One of the ways we improve complaint handling by agencies is through our education and engagement program. We encourage agencies to use complaints as strategic data that can improve service delivery.

Priority areas for our Office this quarter included:

- publishing an own motion investigation report into ACT Policing’s administrative framework for engagement with the ACT Aboriginal and Torres Strait Islander community
- recommencing our Freedom of Information practitioner forums and Reportable Conduct practitioner forums
- recommencing face to face outreach to the Alexander Maconochie Centre.

In addition to the ACT Ombudsman’s Annual Report, we compile quarterly reports to provide highlights of our work throughout the year which 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 from 1 January to 31 March 2021, the third quarter of the 2020–21 financial year.

2. Complaints management

Complaints received

During this reporting period, as outlined in Table 1, the Office received a total of **158 complaints**, which is a slight increase of four compared to the last quarter.

Complaint levels are 39 per cent higher than for the same period last financial year.

Table 1—ACT complaints received from 1 January to 31 March 2021 compared to the same period of the previous financial year

Complaints received from 1 January to 31 March	2019 20	2020 21
Complaints received about ACT agencies	94	123
Complaints received about ACT Policing	16	30
Complaints received about the FOI Act	2	1
Complaints received about ACT Reportable Conduct Scheme	2	4
Complaints received about ACT Integrity Commission	-	-
Total complaints received	114	158

Complaints about ACT Directorates and agencies

Of the 153 complaints received about ACT agencies and ACT Policing this quarter, the highest number of complaints related to ACT Corrective Services (part of the Justice and Community Safety Directorate) with 34 complaints, followed by 31 Housing ACT complaints (Community Services Directorate) and 30 ACT Policing complaints.

Table 2—ACT Directorate and agency complaints received from 1 January to 31 March 2021

ACT Directorate / agency	Number of complaints received 1 January to 31 March 2021	Percentage of complaints received 1 January to 31 March 2021
Justice and Community Safety Directorate	36	23%
Community Services Directorate	32	21%
ACT Policing	30	20%
Chief Minister, Treasury and Economic Development Directorate	26	17%
Independent Statutory Offices	8	5%
Environment Planning and Sustainable Development Directorate	7	4%
Transport Canberra and City Services Directorate	6	4%
Education Directorate	4	3%
Territory-owned Corporations	2	1%
Health Directorate	1	1%
Prescribed Authorities	1	1%
Total complaints received	153	100%

The detailed number of complaints received about ACT Directorates and individual agencies between 1 January and 31 March 2021 is provided at **Appendix A**.

How complaints were made

Figure 1—How ACT complaints were made from 1 January to 31 March 2021

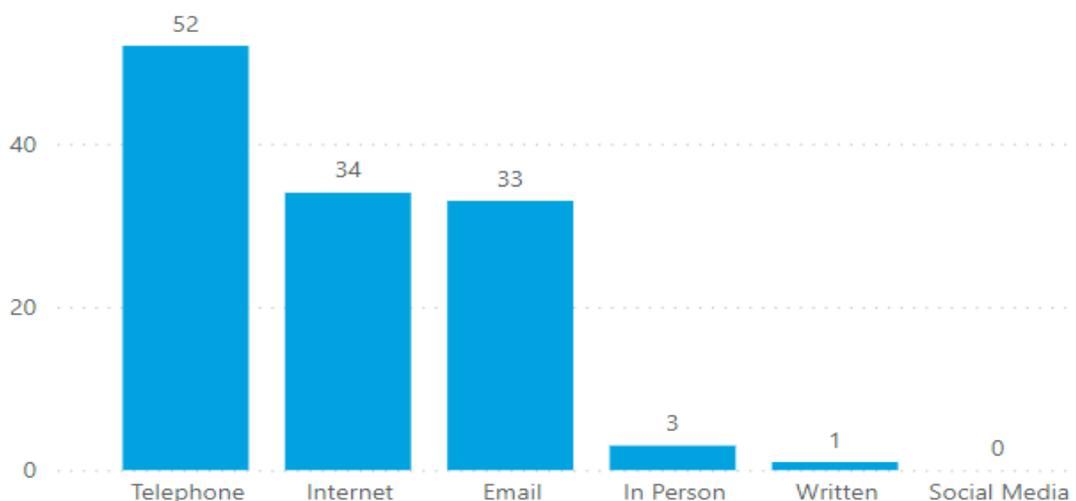


Figure 1 confirms the majority of complaints were made by telephone with the internet (through our web form) and email the next largest channels this quarter. There was an increase of 37 per cent in the number of complaints lodged by telephone between this quarter and the third quarter of last financial year, and a 33 per cent increase in the number of complaints lodged by email for the same period. Analysis of the past three years, which will be included in the fourth quarter report, will detail the complaint lodgement preferences over a longer period.

Complaints finalised

As outlined in Table 3, the Office finalised **167 complaints** during this quarter:

- 128 complaints about ACT government agencies
- 35 ACT Policing matters
- three complaints about the Reportable Conduct Scheme
- one complaint about the *Freedom of Information Act 2016*.

Table 3—ACT complaints finalised from 1 January to 31 March 2021 compared to the same period of the previous financial year

Complaints finalised from 1 January to 31 March	2019 20	2020 21
Complaints finalised about ACT agencies	91	128
Complaints finalised about ACT Policing	16	35
Complaints finalised about the FOI Act	-	1
Complaints finalised about ACT Reportable Conduct Scheme	40	3
Complaints finalised about ACT Integrity Commission	-	-
Total complaints finalised	147	167

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.

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 Directorates and agencies processes.

During this quarter the Office finalised **58 complaints** using **preliminary inquiries**. A preliminary inquiry is a one-off, straightforward inquiry made to an agency to determine whether to investigate a complaint. Agencies are asked to provide a response within a week.

Case study—Use of Preliminary enquiries

This quarter, we used preliminary inquiries to help a complainant who told us that Housing ACT was not modifying their home appropriately for their disability. Housing ACT provided documents to us showing the modifications they had completed, modifications they had approved and the other resources available to support the complainant. We provided a better explanation to the complainant and advised them that Housing ACT was taking their health and disability issues seriously and were undertaking the modifications appropriately.

Outcomes of investigated complaints

During this quarter, the Office finalised **15 investigations** of ACT agencies. More than one outcome can be achieved per complaint investigation. The outcomes achieved this quarter included:

- better explanation by the agency and our Office
- apology
- actions expedited
- decisions changed or reconsidered
- change to law, policy or practice.

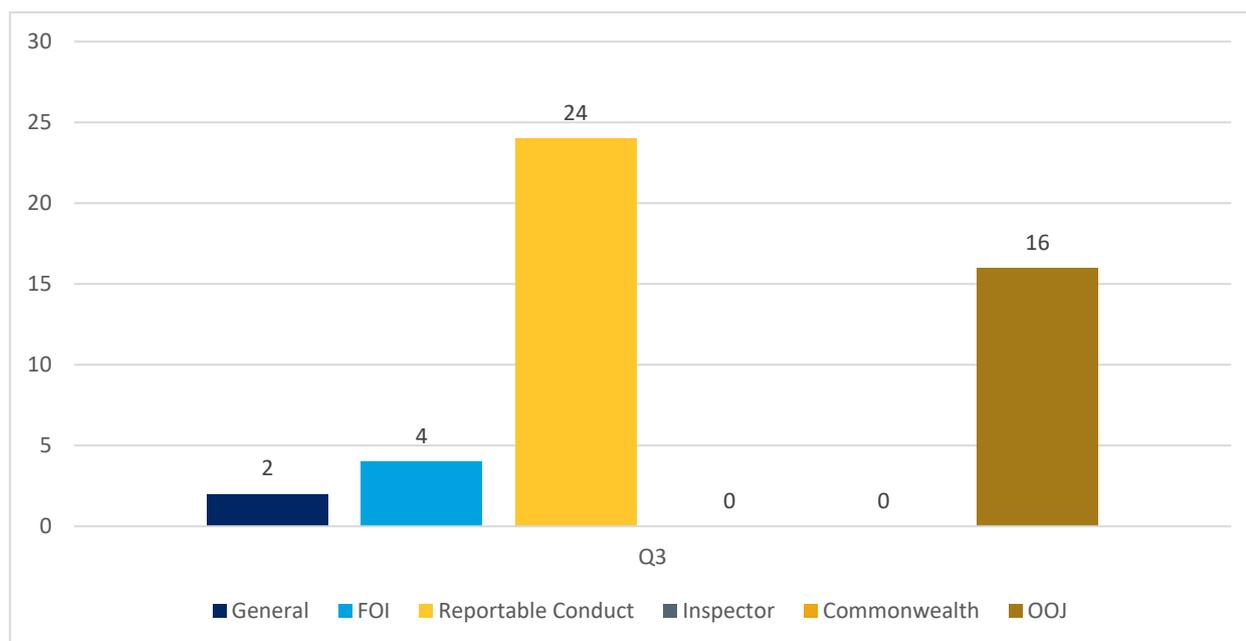
The table at **Appendix B** provides outcomes of complaint investigations finalised this quarter, broken down by ACT Directorates and agencies.

ACT enquiries

The ACT Ombudsman received **46 enquiries** during this period. Of these:

- 24 were about the Reportable Conduct Scheme
- four were about FOI
- two were general enquiries related to the work of the ACT Ombudsman
- 16 were out of jurisdiction (OOJ) for our Office
- no enquiries were received about our role as the Inspector of Integrity Commission.

Figure 2—Type of enquiries received by the ACT Ombudsman from 1 January to 31 March 2021



Performance against service standards

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 as they are for the ACT Ombudsman.

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, but more complex complaints will take 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, 52 per cent of complaints about ACT government agencies were closed within seven days, with 72 per cent of complaints finalised in 30 days and 90 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 for complex complaints.

New and ongoing complaint trends

This quarter, aside from ACT Policing which is reported on at Part 3, ACT Corrective Services (ACTCS) recorded the highest number of complaints (34), followed by Housing ACT (31) and Access Canberra (19).

ACT Corrective Services

Complaints about the **ACTCS** (34) increased from 29 in the previous quarter and from 24 in the same quarter of the previous year. The majority of complaints received were from detainees at the Alexander Maconochie Centre (AMC). We continue to receive complaints about a wide range of issues, including:

- access to programs and activities
- prison conditions, including food quality and quantity and cleanliness of communal areas
- decisions made about accommodation placements and transfers internally and externally
- parole processes
- access to health services.

This quarter we made five mandatory referrals to the ACT Human Rights Commission concerning health complaints and one assisted complaint referral to ACTCS.

We established a feedback loop with ACTCS to ensure our Office is updated about the outcomes of assisted complaint referrals on a quarterly basis. ACTCS advised us that it addressed the five assisted complaint referrals sent between mid to late 2020. The reported actions range from an apology, a better explanation, a referral to Justice Health for further action, and in one case, relocating a detainee to a different accommodation unit to address personal safety concerns.

During this quarter we provided training to our complaint management staff about our outreach work to detainees, highlighting the need to consider detainees' particular vulnerabilities given they are incarcerated and have limited and restricted access to communication avenues. We are working with our complaints teams to apply a 'no wrong door' approach when assessing complaints from detainees and to apply the assisted referral policy to ensure the immediate safety, wellbeing or dignity for detainees.

We continue to receive complaints from detainees about their experience with the parole process. We are investigating these complaints and monitoring the implementation of recommendations made in the ACT Ombudsman's own motion investigation of ACTCS' administration of parole processes, published in November 2020. ACTCS undertook to implement the recommendations by the end of 2021.

Housing ACT

The number of complaints about **Housing ACT** (31) increased slightly this quarter, up from 29 complaints in the previous quarter and from 19 the same quarter of the previous financial year. The most common issues included:

- delays in maintenance/repairs
- health and safety issues arising from delayed maintenance
- poor quality repairs
- impact of Housing ACT tenants' behaviour on neighbours.

This quarter, we made one assisted complaint referral to Housing ACT. Through this process, we help vulnerable complainants who experience difficulties in resolving their issues by placing them in direct contact with the area of Housing ACT best able to manage their complaint.

Access Canberra

Complaints about **Access Canberra** increased from 15 in the previous quarter to 19. Complaints mostly comprised of the following matters:

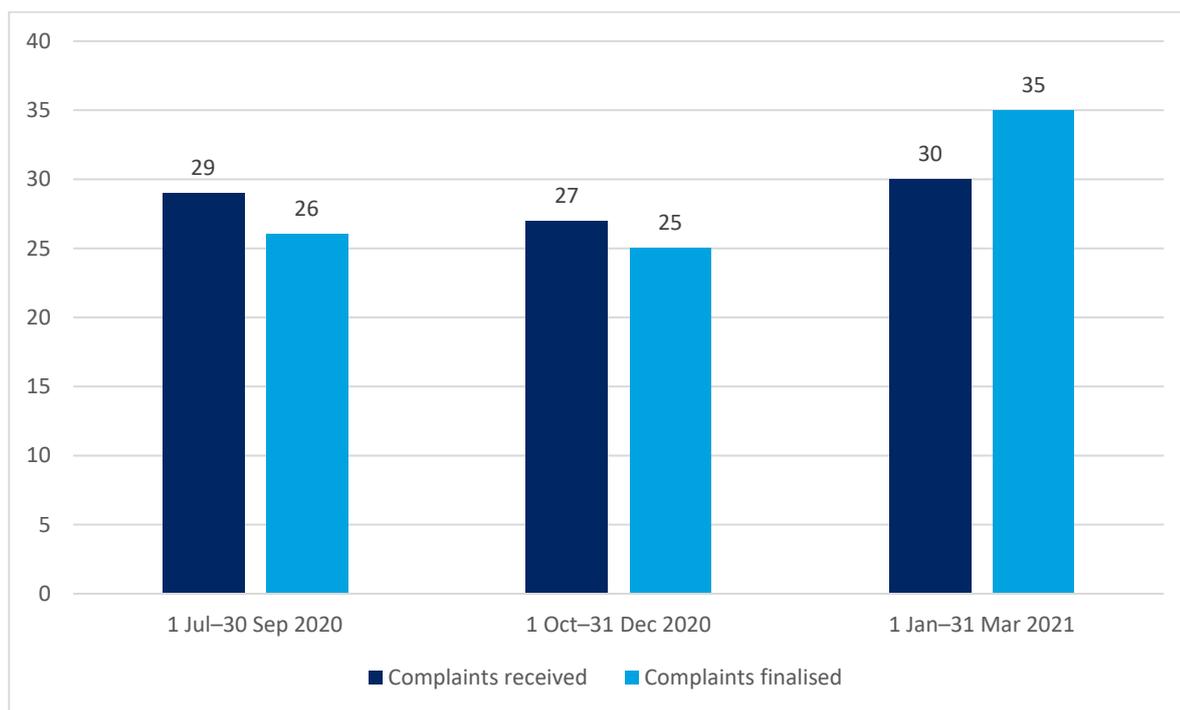
- parking infringement decisions and vehicle registration handling
- working with vulnerable peoples' licence applications
- noise levels from neighbours, traffic and nearby sport activities
- complaint handling by the ACT Office of Fair Trading.

3. ACT Policing

The ACT Ombudsman receives and considers complaints about ACT Policing. This quarter we received **30 complaints** about ACT Policing and finalised **35 complaints**. Complaint numbers were slightly higher than the previous quarter in which we received 28 complaints and finalised 25 complaints.

Of the 35 complaints finalised this quarter, three were investigated. The complaints investigated related to use of force and allegations of inappropriate behaviour by ACT Policing officers. A better explanation was provided to complainants as a result of two of these investigations. One of the finalised investigations about use of force was accepted for further investigation by the Australian Federal Police Professional Standards (PRS).

Figure 3—Trends in ACT Policing complaints received and finalised from 1 January to 31 March 2021



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 conducted two 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 the 2021–22 financial year.

4. Engagement

Community engagement

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

In this quarter, we recommenced face-to-face community engagement with Canberra Community Law and attended ‘Who’s New on the Street’ community meetings to discuss issues regarding homelessness and services in the ACT. It was apparent from these meetings that COVID-19 has placed pressure on the demand for emergency, community and public housing. We also heard that public housing tenants continue to experience delays with transfers, maintenance and repairs. Over the coming year, we will engage further with the ACT’s Aboriginal and Torres Strait Islander community to hear their stories and consider ways that government services, including ours, can be improved.

During this quarter, we continued outreach to detainees with visits to the Alexander Maconochie Centre (AMC) and regular liaison with AMC Official Visitors and the Indigenous Official Visitor to provide information about the role of our Office.

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. We participated in meetings with Housing ACT, Access Canberra, ACT Corrective Services, ACT Integrity Commission, Transport Canberra and City Services Directorate and continued our regular engagement with ACT Policing.

The Ombudsman met with Ms Rebecca Vassarotti MLA, Minister for Homelessness and Housing Services; the Director General of the Chief Minister, Treasury and Economic Development Directorate; the ACT Chief Police Officer and the ACT Integrity Commissioner. The Ombudsman also appeared before the ACT Legislative Assembly Select Committee on Estimates and ACT Public Accounts Committee on 5 March 2021.

Alexander Maconochie Centre (AMC)

In relation to our oversight of the AMC, we:

- continue to regularly meet with ACTCS, the ACT Human Rights Commission, the Official Visitors, the Inspector of Correctional Services and the Public Advocate
- reviewed and updated our relationship protocol with the AMC oversight agencies
- participated in the ACTCS’ consultation process on the ACTCS Aboriginal and Torres Strait Islander Offenders Framework
- had initial discussions with ACTCS on available avenues to provide outreach to AMC detainees and their families
- participated in a panel discussion organised by the ACT Human Rights Commission as part of the training it provides to the ACTCS custodial recruits.

Housing ACT and Access Canberra

The Office has regular liaison meetings with Access Canberra and Housing ACT where we discuss complaint trends, issues impacting each organisation and initiatives to assist agencies, including the Complaints Assurance Project (CAP) and education activities. The CAP is a voluntary program where our Office works with government agencies to understand and improve their complaint handling by recognising best practice and identifying improvements. Housing ACT advised our Office that the Community Services Directorate is currently reviewing its complaint handling policies and

procedures. The review will include implementation of recommendations from the CAP we completed on Housing ACT last year.

This quarter, representatives from our Office also presented to Access Canberra's senior executive group about our role. We shared information about Access Canberra complaint trends, our expertise in best practice complaint handling, and discussed emerging issues and challenges relevant to the agency.

ACT Integrity Commission

We continue to receive monthly reports from the ACT Integrity Commission (the Commission) about their activities, which we review to ensure that the Commission is following legislative requirements concerning its operations. In this quarter we did not receive any complaints about the Commission.

We are working with the Commission to include them as part of the AMC Oversight Agencies' Scattergun Complaint Handling Policy. The policy ensures that when an AMC detainee sends a complaint to more than one oversight agency, including the Commission, we can ensure the complaint is handled efficiently by the agency whose jurisdiction is most appropriate and there is no duplication of effort. A poster to display at AMC developed by our Office, in collaboration with other AMC oversight agencies, clearly explains what detainees can complain about and the internal and external pathways to make a complaint.

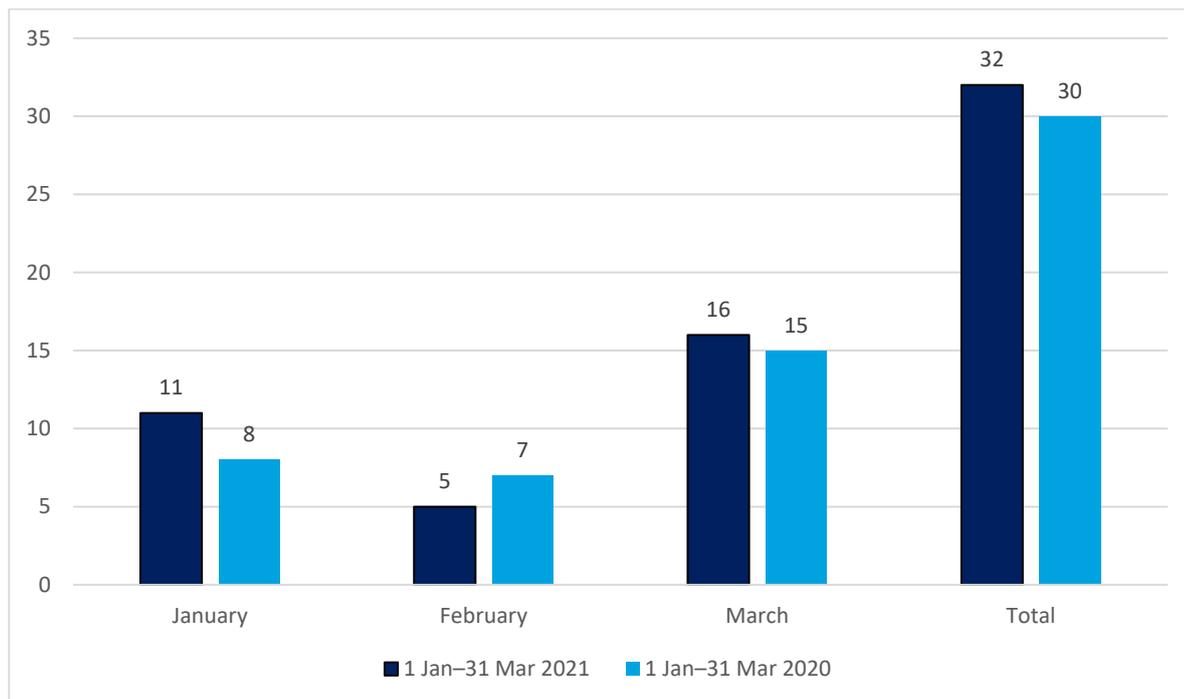
5. Reportable Conduct Scheme

Notifications received

This quarter, the Office received **32 initial notifications** from entities about allegations of reportable conduct, with 11 of these being notified to ACT Policing.

As outlined in Figure 4, this is approximately a seven per cent increase in reporting, compared to the same quarter in the 2019–20 financial year.

Figure 4—Notifications received from 1 January to 31 March 2021 compared to the same period of the previous financial year



The largest number of notifications received continue to be from government and non-government schools (12 reports), followed by education and care service providers (nine reports) and kinship and foster care (eight reports).

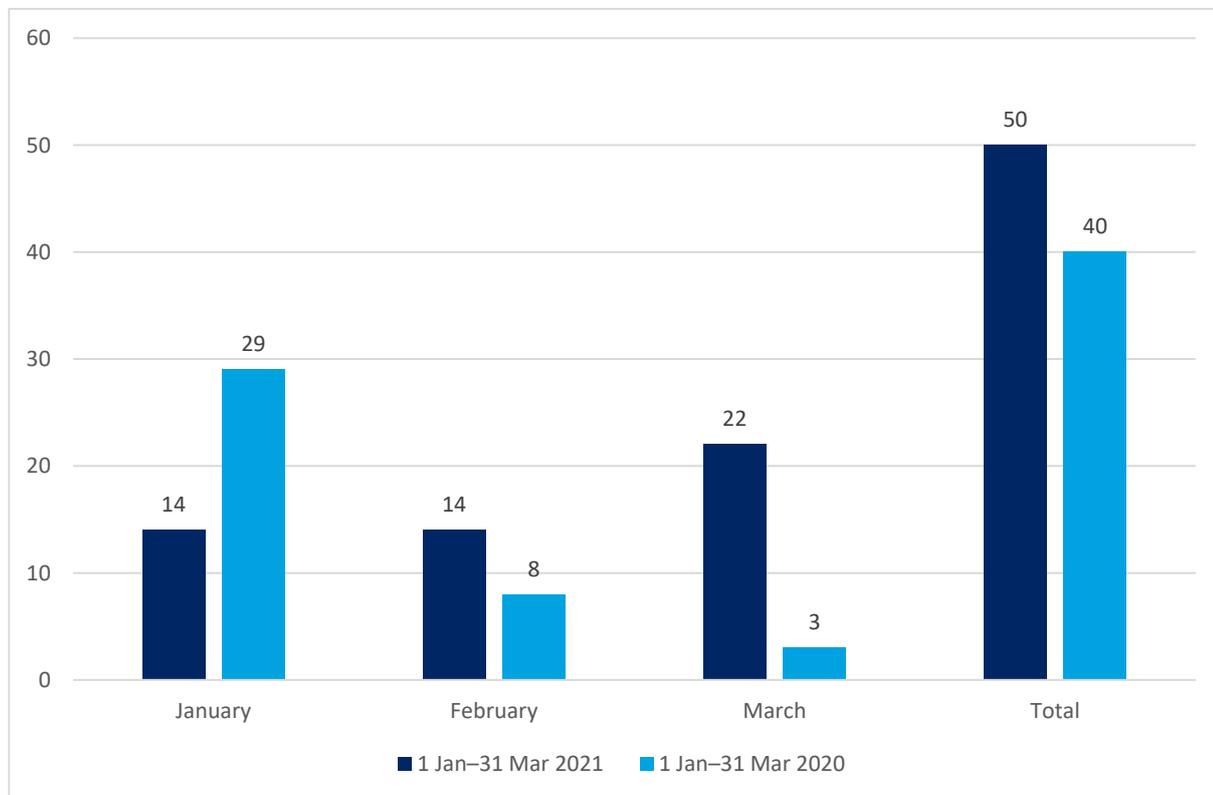
Table 4—Notifications received from 1 January to 31 March 2021 by sector

Sector	Number of notifications received 1 January to 31 March 2021	Percentage of notifications received 1 January to 31 March 2021
Government and Non-Government Schools	12	38%
Education and Care Service Providers	9	28%
Religious organisations	1	3%
Kinship and Foster Care	8	25%
Residential Care Organisations	2	6%
ACT Directorates	0	0%

Reports finalised

In this quarter, as outlined in Figure 5, the Office finalised **50 matters**, a 25 per cent increase in finalised cases compared to the same quarter for the previous financial year.

Figure 5—Reports finalised from 1 January to 31 March 2021 compared to 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 investigation outcomes of each allegation, and the action taken by organisations this quarter, are summarised in Figure 6 and Table 5.

Figure 6—Final investigation outcomes reported by organisations from 1 January to 31 March 2021

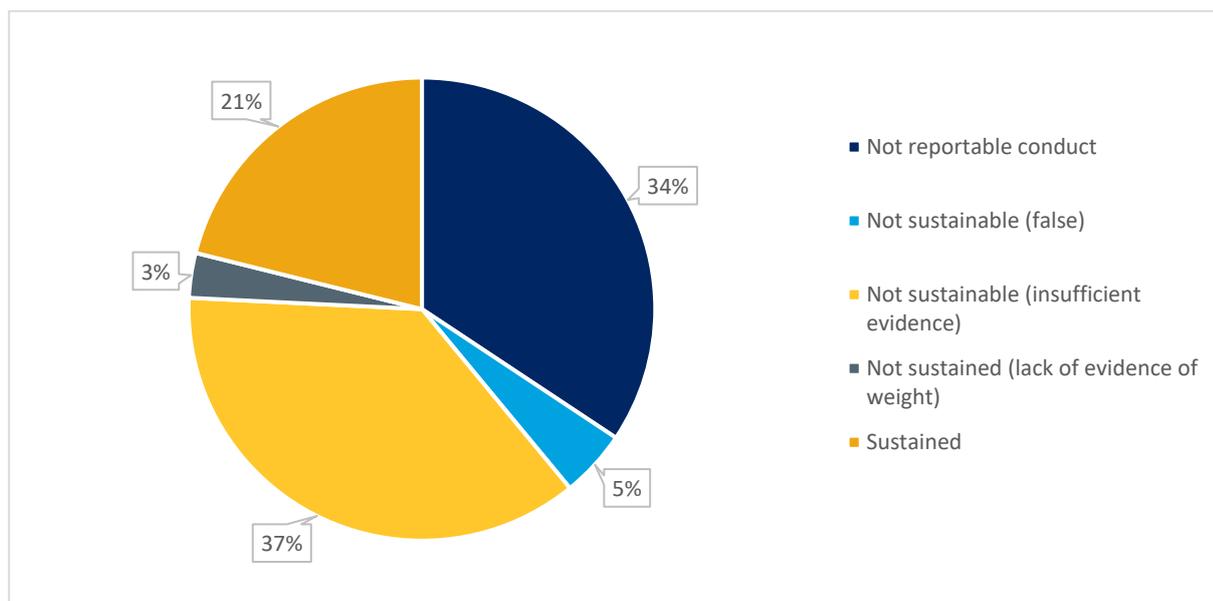


Table 5—Final investigation actions taken by organisations from 1 January to 31 March 2021

Action	Number of actions taken by organisations 1 January to 31 March 2021	Percentage of actions taken by organisations 1 January to 31 March 2021
No action after the investigation process	34	26%
Training	38	30%
Counselling	10	8%
Performance monitoring or managing	20	16%
Transfer / demotion	2	2%
Other forms of disciplinary action as per employer	1	1%
Termination	14	11%
Letter of warning	8	6%
TOTAL	127	100%

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 under s 17G of the *Ombudsman Act 1989* (the Act) about an allegation of reportable conduct, we assess the organisation’s initial response against criteria such as its reporting to other bodies, risk assessment and 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 assessed 87.9 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 80.7 per cent of these assessments within this timeframe.

We will continue to strive to meet these service standards, recognising the importance of providing timely consideration to organisations on their assessments.

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 hosted a face-to-face Reportable Conduct practitioners' forum on 17 February 2021, with representatives from entities under the Scheme attending.

We continued to maintain our regular liaison with Barnardos, the Education Directorate, the Community Services Directorate, and the Senior Practitioner. We also commenced planning to provide information sessions in the next quarter.

6. Freedom of Information (FOI)

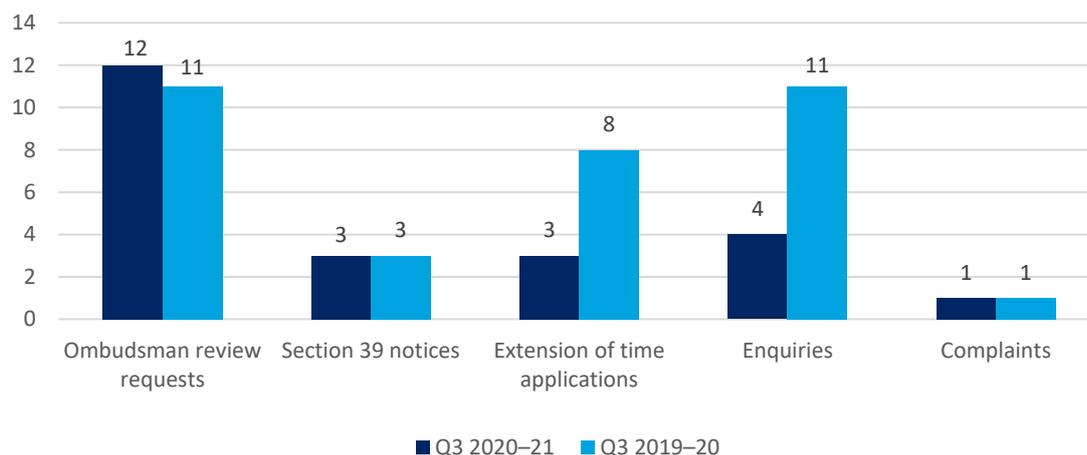
FOI contacts received

As outlined in Figure 7, the Office received **23 contacts** about our role under the ACT *Freedom of Information Act 2016* (FOI Act) during this quarter, a decrease on the 30 contacts received in the previous quarter.

This comprised:

- 12 applications for Ombudsman review
- three s39 notices (notices given to the Ombudsman under the FOI Act to advise that a decision on an access application was not made in time)
- three extension of time requests
- four enquiries
- one complaint.

Figure 7—FOI contacts received from 1 January to 31 March 2021 compared to the same period of the previous financial year



Finalised FOI reviews

The Office finalised **seven Ombudsman reviews** this quarter.

The outcomes of these reviews were:

- the original decision was **confirmed** in one case
- six matters were **finalised without review**, with our Office having found there were no reasonable prospects of success, there was insufficient information, or the application was invalid.

Performance against service standards

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

This quarter, we met two of the three standards with:

- 29 per cent of FOI review matters finalised within six weeks (just below the standard of 30 per cent)
- 86 per cent finalised in 12 weeks (above the standard of 60 per cent)
- 100 per cent finalised in six months (above the standard of 95 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.

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 March 2021, we have published **62 decisions** on the ACT Ombudsman website.

One of these decisions was 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, and transparency of decision making.

Engagement and monitoring activities

The Office hosted its first face-to-face FOI practitioners' forum for 2021 on 18 February, with over 30 Information Officers from ACT government agencies attending. The Deputy Ombudsman delivered opening remarks, emphasising the important role played by FOI staff in promoting access to government information, especially considering the challenges of 2020.

Leading administrative law specialist and Commonwealth information law expert, Justin Hyland from the Australian Government Solicitor, spoke on topical FOI issues, including the relevance of intergovernmental relations in FOI decisions. ACT Ombudsman staff facilitated case study discussions on processing and deciding access applications, which was an opportunity to share best practice and provide guidance on dealing with complex issues. The forum ended with a presentation by the Office on dealing with difficult complainant behaviour.

We received positive feedback on the forum and the benefit to participants. We expect to host a second FOI practitioners' forum later in the year.

Appendix A: Complaints received about ACT Directorates and agencies from 1 January to 31 March 2021

Directorate / Agency	Total Received	Total Finalised	Finalised with investigated	Finalised without investigated
ACT Justice and Community Safety	-	-	-	-
ACT Emergency Services Agency	-	-	-	-
ACT Office of Regulatory Services	-	-	-	-
ACT Corrective Services	34	30	1	29
Justice and Community Safety – other	2	2	-	2
Chief Minister, Treasury and Economic Development Directorate				
Cultural Facilities Corporation	-	-	-	-
Canberra Institute of Technology	-	-	-	-
Access Canberra	19	15	1	14
ACT Revenue Office	2	3	-	3
University of Canberra	5	4	-	4
Chief Minister, Treasury and Economic Development Directorate – other	-	-	-	-
Community Services Directorate				
Housing ACT	31	36	4	32
Community Services – other	1	1	-	1
Health Directorate	1	2	-	2
Canberra Health Services	-	-	-	-
Environment Planning and Sustainable Development Directorate	7	8	1	7
Transport Canberra and City Services				
Transport Canberra and City Services – other	6	7	1	6
Independent Statutory Offices				
Director of Public Prosecutions	-	-	-	-
ACT Court or Tribunal	3	4	-	4
Public Trustee and Guardian	3	4	-	4
ACT Human Rights Commission	1	1	-	1
Legal Aid ACT	1	1	-	1

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Directorate / Agency	Total Received	Total Finalised	Finalised with investigated	Finalised without investigated
Education Directorate	4	7	-	7
Prescribed Authorities				
ACT Law Society	1	1	-	1
Territory-owned Corporations				
ACT Long Service Leave Authority	1	1	-	1
Icon Water	1	1	-	1
TOTAL ACT GOVERNMENT	123	128	8	120
ACT Policing	30	35	2	32
Total ACT	153	155	10	152

Appendix B: Outcomes of complaint investigations finalised from 1 January to 31 March 2021

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	-	-	-	-	1
Access Canberra	1	-	-	-	1	-	1	-	-	-	-	1
ACT Revenue Office	-	-	-	-	-	-	-	-	-	-	-	-
Canberra Institute of Technology	-	-	-	-	-	-	-	-	-	-	-	-
University of Canberra	-	-	-	-	-	-	-	-	-	-	-	-
Chief Minister, Treasury and Economic Development - other agencies	-	-	-	-	-	-	-	-	-	-	-	-
Community Services Directorate	9	-	-	1	1	2	3	1	-	1	-	9
Housing ACT	9	-	-	1	1	2	3	1	-	1	-	9
Community Services - other agencies	-	-	-	-	-	-	-	-	-	-	-	-
Education Directorate	-	-	-	-	-	-	-	-	-	-	-	-
Environment Planning and Sustainable Development Directorate	1	1	-	-	-	-	-	-	-	-	-	1
Health Directorate	-	-	-	-	-	-	-	-	-	-	-	-
Justice and Community Safety Directorate	2	-	-	-	-	-	1	1	-	-	-	2
ACT Corrective Services	2	-	-	-	-	-	1	1	-	-	-	2
ACT Emergency Services Agency	-	-	-	-	-	-	-	-	-	-	-	-
Justice and Community Safety – other agencies	-	-	-	-	-	-	-	-	-	-	-	-

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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	2	-	1	1	-	-	-	-	-	-	-	2
Transport Canberra and City Services - other agencies	2	-	1	1	-	-	-	-	-	-	-	2
Independent statutory offices	-	-	-	-	-	-	-	-	-	-	-	-
ACT Court or Tribunal	-	-	-	-	-	-	-	-	-	-	-	-
ACT Electoral Commission	-	-	-	-	-	-	-	-	-	-	-	-
ACT Human Rights Commission	-	-	-	-	-	-	-	-	-	-	-	-
Director of Public Prosecutions	-	-	-	-	-	-	-	-	-	-	-	-
Legal Aid ACT	-	-	-	-	-	-	-	-	-	-	-	-
Public Trustee and Guardian for the ACT	-	-	-	-	-	-	-	-	-	-	-	-
Prescribed authorities	-	-	-	-	-	-	-	-	-	-	-	-
ACT Law Society	-	-	-	-	-	-	-	-	-	-	-	-
Territory-owned corporations	-	-	-	-	-	-	-	-	-	-	-	-
ACT Long Service Leave Authority	-	-	-	-	-	-	-	-	-	-	-	-
ICON Water	-	-	-	-	-	-	-	-	-	-	-	-
Total ACT Government	15	1	1	2	2	2	5	2	-	1	-	15
ACT Policing	3	-	2	-	-	-	1	-	-	-	-	3
Total ACT	18	1	3	2	2	2	6	2	-	-	-	18