

TABLE A1 APPROACHES AND COMPLAINTS RECEIVED AND FINALISED ABOUT ACT GOVERNMENT AGENCIES, 2005–06, *OMBUDSMAN ACT 1989* (ACT) (INCLUDING FREEDOM OF INFORMATION)

Agency	Received	Not investigated				Investigated				Remedies						
	Total	Finalised				Total	Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Total	
		Category 1	Category 2	Category 3	Category 4											Category 1
ACT Corrective Services	97	41	21	27	9	2	1	3	1	1	2	2	9			
ACT Emergency Services Authority	1	1														
ACT Health	22	12	5	4	1											
ACT Office of Fair Trading	8	3	1	4	1											
ACT Library and Information Services	2	1	1		2											
ACT Magistrates Court and Tribunals	6	2	3	1	1											
ACT Planning and Land Authority	37	12	8	5	12	1	1					1	4			
ACT Registrar-General's Office	4	2		2	1		1			1			3			
ACTEW Corporation	27	22	2	2	1		1			1			2			
ACTION	4	1	1	1												
Cultural Facilities Corporation	1															
Canberra Institute of Technology	5	2	1	3												
Chief Minister's Department	4	1	1	1	1											
Department of Disability, Housing and Community Services	14	10	1	2	1					1			1			
Department of Education and Training	11	6	1	3	1											
Department of Treasury	15	5	4	2	5											
Department of Urban Services	36	17	12	6	1											
Environment ACT	2	2	1	1	1											
Housing ACT	105	70	9	19	6	2	2	3			1		8			
Land Development Agency	2	2		1												
Legal Aid Commission (ACT)	7	2	3	1	1											
Office for Children, Youth and Family Support	37	12	17	5	6		1						2			
Office of the Community Advocate	6	2	1	1	1											
Office of the Director of Public Prosecutions	9	5	5													
Office of the Occupational Health and Safety Commissioner and ACT Workcover	1	1														
Public Trustee for the ACT	3	1	1	1									2			
Roads ACT	42	17	13	7	8		1	1	1	4	1		8			
Supreme Court of the Australian Capital Territory (The)	1	1			1								1			
University of Canberra	3		2		2								1			
Total	512	248	114	99	61	6	6	4	1	10	8	1	4	40		