

ACT Ombudsman—Quarterly Report

A REPORT ON THE ACTIVITIES OF THE ACT OMBUDSMAN

1 JULY TO 30 SEPTEMBER 2019

Report by the ACT Ombudsman
Michael Manthorpe PSM

REPORT NO. **5 | 2019**

Introduction from ACT Ombudsman

I am pleased to introduce the first quarter report for the ACT Ombudsman for 2019–20.

This quarter, my Office has continued to raise awareness of our role in overseeing public administration, with our goal to provide greater assurance to the community that we are active, relevant and engaged in improving ACT Government administration.

Our efforts to improve the visibility of our services, including a new separate ACT Ombudsman phone line and Facebook page, appear to be having an impact—with a 30 per cent increase in the number of complaints we received this quarter, compared to last quarter.

In addition to finalising almost 150 complaints this quarter, a focus for my Office was engaging with ACT Corrective Services (ACTCS) regarding the Alexander Maconochie Centre (AMC). This included:

- commencing an own motion investigation into parole processes
- providing feedback on a proposed new complaints policy
- continuing to negotiate proposed new assisted referral arrangements
- with AMC oversight agencies, raising concerns about new instructions on conducting strip-searches at the AMC.

I am pleased to see that changes to the strip-searching arrangements have already been implemented. We will continue to monitor this issue together with our oversight colleagues.

This quarter, which included International Right to Know Day (RTKD) on 28 September 2019, also saw engagement with the ACT community and ACT agencies on Freedom of Information (FOI) related matters.

- This included the release of our first full financial year report on the operation of the *Freedom of Information Act 2016* (FOI Act), which was tabled on 26 September 2019, and promotion of RTKD via social media.
- I also published two joint press releases with information access commissioners and ombudsmen across Australia and New Zealand urging government agencies to do more to make information available for the benefit of the public, and publishing the results of a recent cross-jurisdictional survey of community attitudes to accessing government information.

This financial year my Office will continue to encourage the ACT community to ensure they understand their right to access government information and the most efficient ways of doing so.

My Office will also focus on increasing information sharing between entities covered by the Reportable Conduct Scheme and improvements in entities' policies and practices to prevent and respond to risks to child safety in organisations.

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 a positive difference for the people of Canberra.

Feedback can be provided to Ms Cathy Milfull, Director of the ACT Strategy and FOI section at cathy.milfull@ombudsman.gov.au.

Michael Manthorpe PSM
ACT Ombudsman

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Part 1: OUR STRATEGY IN THE ACT

The role of the ACT Ombudsman is to influence systemic improvements in public administration in the ACT, as well as providing 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.

This financial year we will continue to focus on improving the accessibility of the ACT Ombudsman's Office, building on the June release of the ACT Ombudsman Facebook page and our separate ACT Ombudsman phone line (02 6276 3773), which has been operating since 1 July 2019.

These initiatives will be complemented by the release of our updated ACT Ombudsman website in the next reporting period (released on 1 October 2019).

Other priority areas for our Office for 2019–20 include:

- influencing positive improvement in public administration in the context of ACT Policing, Housing ACT and the Alexander Maconochie Centre (AMC)
- working more closely with ACT Government to improve agency complaint-handling
- promoting the objectives of the *Freedom of Information Act 2016* (the FOI Act)
- monitoring compliance of ACT agencies with the Open Access Information Scheme (OAIS)
- improving the awareness and practices of entities under the Reportable Conduct Scheme
- promoting information sharing related to the Reportable Conduct Scheme
- reviewing our legislative framework to ensure it remains relevant, 30 years on.

Part 2: COMPLAINT TRENDS

Complaints received

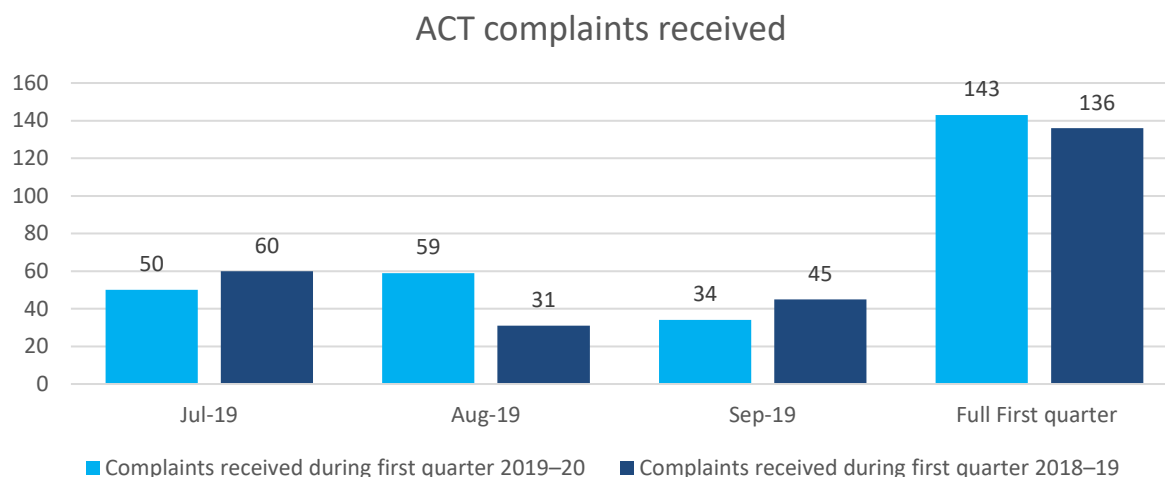
During this reporting period, as outlined in Figure 1, the Office received a total of **143 complaints**, 30 per cent more than last quarter¹:

- **126 complaints** related to ACT agencies
- **17 complaints** related to ACT Policing.

Complaint numbers about ACT agencies have increased by 34 per cent compared to last quarter, while complaint levels about ACT Policing remained largely stable.

¹ The above are complaint figures only. They do not include other contacts to our Office from the ACT community, such as enquiries that are identified as out of jurisdiction. These additional contacts have traditionally been recorded, on a yearly basis only, in the Commonwealth Ombudsman annual report. We have commenced recording these separately and will be continuing to build our capability to provide comprehensive reporting in this area—see ACT enquiries below.

Figure 1—ACT complaints received during the first quarter of 2019–20, compared to last financial year



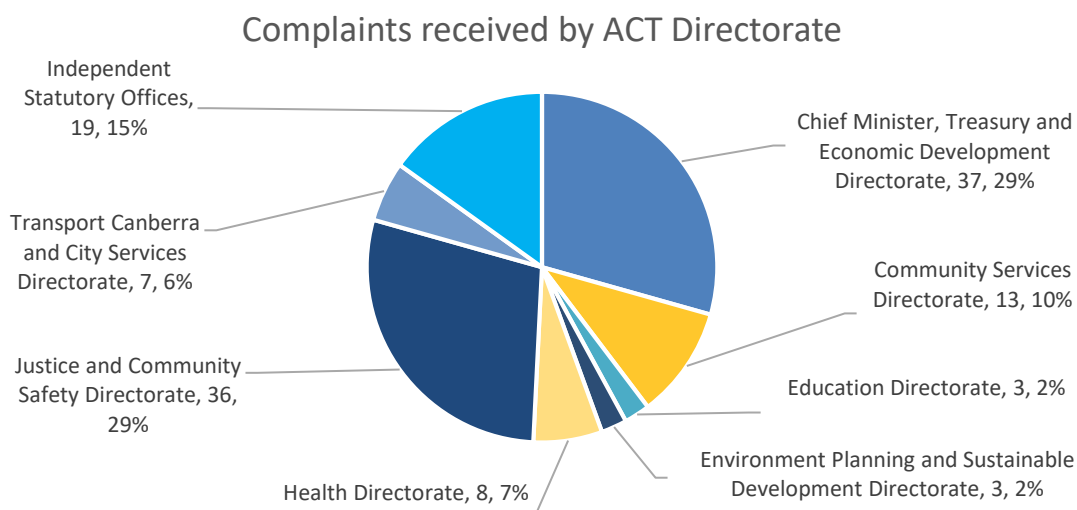
Complaints about ACT agencies

Figure 2 provides a breakdown of the **126 complaints** made about ACT agencies by directorate.

This quarter, the agency with the highest number of complaints was the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) with 37, followed by JACS with 36.

We received 13 complaints about the Community Services Directorate (CSD), a decrease from 31 received in the last quarter.

Figure 2—ACT complaints received during the first quarter of 2019–20 by ACT Directorate



In terms of individual agencies, as opposed to Directorates, the largest number of complaints received this quarter were about:

- ACT Corrective Services (ACTCS) —35 complaints
- Access Canberra—24 complaints
- Housing ACT—12 complaints.

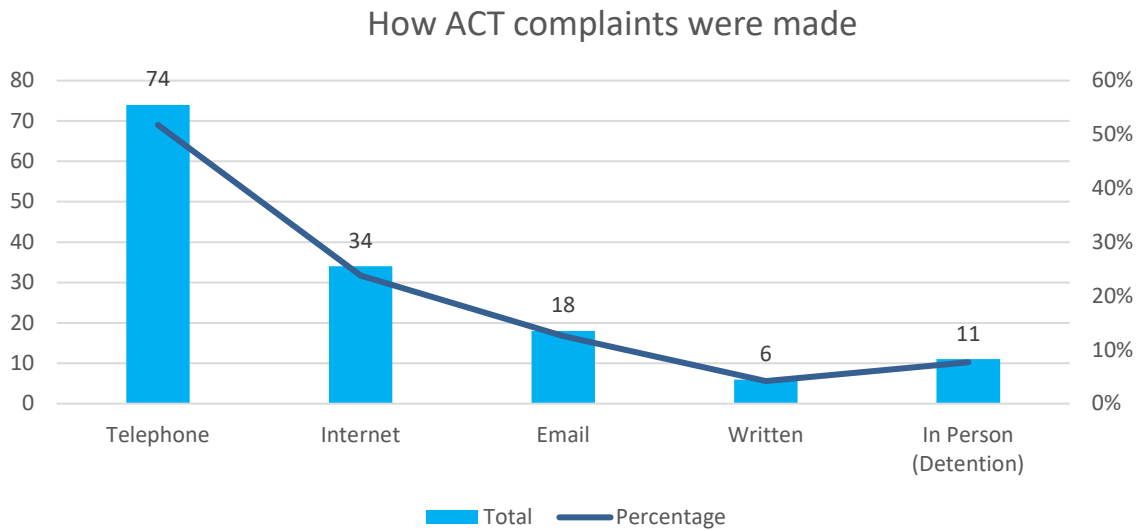
At **Appendix A** is a more detailed table indicating complaints received by individual ACT agencies.

How complaints were received

Figure 3 below shows the telephone is still the preferred method for contacting our Office. The use of our web based smart form has increased and we anticipate this trend will continue with the release of our updated ACT Ombudsman website on 1 October 2019.

Most of the complaints made in person are a result of our outreach activities.

Figure 3—how ACT complaints were made during the first quarter of 2019–20



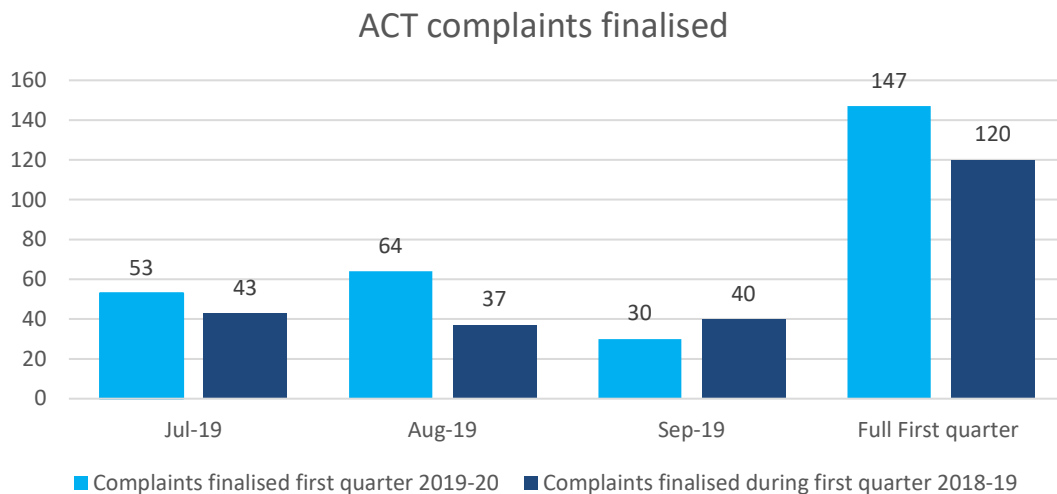
Complaints finalised

Complaints to the Ombudsman can result in different outcomes, such as a better explanation of the decision, an apology, further action taken by the agency, or an expedited process.

As outlined in Figure 4, the Office finalised a total of **147 complaints** during this quarter. This included:

- **128 complaints** related to ACT Government agencies
- **19 complaints** related to ACT Policing matters.

Figure 4—ACT complaints finalised during the first quarter of 2019–20, compared to last financial year



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 within directorates and agencies.

An example of a positive outcome achieved this quarter, without an investigation, was where an ACT resident contacted the Office because of a delay in having approved maintenance action taken on a tree next to their home. The resident had requested the tree be assessed 18 months earlier. It was assessed as requiring maintenance within a six month period, however, the work did not occur. The Office assisted in having the work order located and the required maintenance work being done.

Outcomes achieved for investigated complaints

The table at **Appendix B** provides outcomes resulting from investigations finalised this quarter, by ACT Government agency. More than one outcome can be achieved per complaint investigation.

These statistics currently relate to outcomes from a complaint where we conducted a formal investigation. Further work is being done to report on outcomes from complaints finalised without an investigation.

The outcomes achieved this quarter included:

- the Ombudsman being able to provide a better explanation to the complainant in nine cases
- a better explanation being provided by the agency in five cases
- a decision being changed or reconsidered in four cases
- a remedy being provided by the agency in three cases.

In one case, the investigation also resulted in a change to law, policy or practice. In this case, we received a complaint about food purchases not being provided or going missing at AMC. Following our investigation, AMC management advised that a new process of checking food items received against those ordered has been implemented.

ACT enquiries

With the introduction of the separate ACT Ombudsman phone line, our Office has commenced reporting on additional enquiries (other than complaints) made to our Office by the ACT community, including about matters that fall outside of our jurisdiction. As noted above, these have previously been reported annually, as part of the Commonwealth Ombudsman annual report.

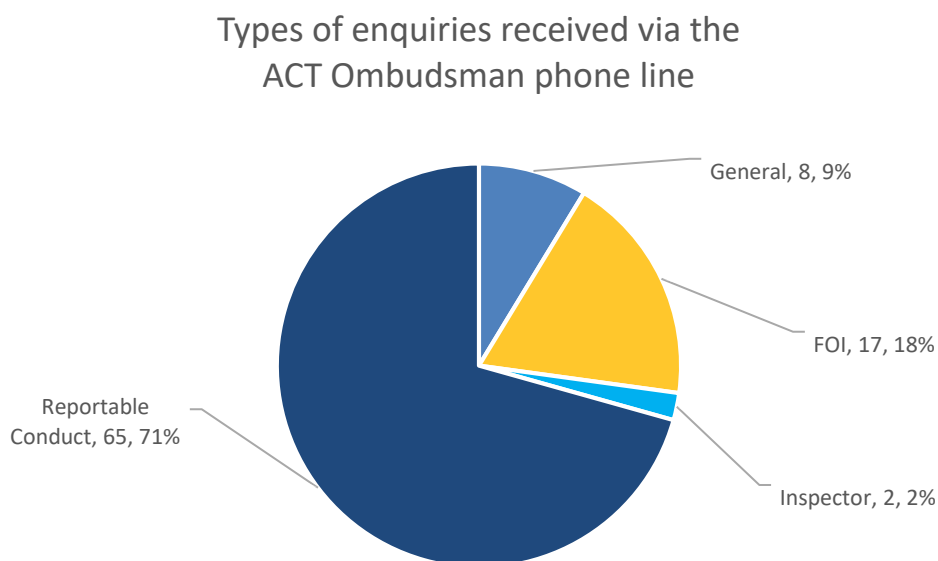
We received **187 phone calls** to the ACT Ombudsman phone line this reporting period. This included:

- 92 were enquiries related to the work of the ACT Ombudsman
- 49 were transferred to the Commonwealth Ombudsman
- 25 were out of jurisdiction for our Office
- 21 related to on hand matters (e.g. FOI review applications).

Figure 5 provides a break-down of the enquiries received by topic area.

These statistics currently include phone calls only. Further work is underway to report on similar enquiries that are received electronically.

Figure 5—Types of phone enquiries received by the ACT Ombudsman in the first quarter of 2019–20



Performance against service standards

Our Office has new service standards in place as of 1 July 2019. Our performance against these standards for complaints made to our Office about ACT agencies are in the table below.

Processing of ACT Policing complaints is reported on as part of the Commonwealth Ombudsman function.

Service standard	Result
70 per cent of complaints within 7 days	57 per cent finalised within service standards
90 per cent of complaints within 30 days	88 per cent finalised within service standards
95 per cent of complaints within 90 days	Met
99 per cent of complaints within 12 months	Met

Our performance against these standards for our FOI review work is provided in the table below.

Service standard	Result
30% finalised in 6 weeks	Met
60% finalised in 12 weeks	Met
95% finalised in 6 months	Met

FOI review matters can be finalised in six weeks where informal resolution is successful. Where a formal decision is required, matters are expected to take 12 weeks to finalise, however, complex matters can take longer. Finalisation timeframes may also be delayed where agencies are slow to provide copies of relevant documentation to enable a review to commence.

Further reporting on our management of broader enquiries to our Office and Reportable Conduct matters will be provided from next quarter onwards.

New and ongoing complaint trends

The agency with the highest number of complaints received this quarter is ACTCS with **35 complaints**—up from the previous quarter with 20 complaints.

The complaints about ACTCS covered a very wide range of issues including:

- parole processes
- visitation rights
- medical treatment
- segregation practices
- missing property and/or treatment of personal property
- management of correspondence, including with legal representatives
- a new religion policy
- the failure to make policy instructions publically available.

A number of complaints were also received following the introduction of new strip-searching arrangements at the prison. Detainees complained that strip searches were being performed routinely at the AMC on both exit and entry.

This issue was also raised with the ACT Human Rights Commission. A revised strip-searching instruction has since been issued. The AMC oversight agencies will continue to monitor this issue.

We received **24 complaints** this quarter that related to Access Canberra. These covered a broad range of issues including:

- fair trading investigations
- licencing issues
- working with vulnerable people registration practices
- parking and traffic infringement notices.

As noted above, the number of Housing ACT complaints dropped this quarter. The complaints received related to similar issues to those raised previously including:

- anti-social behaviour and neighbourhood disputes
- poor responses to requests for maintenance
- debt and refund issues.

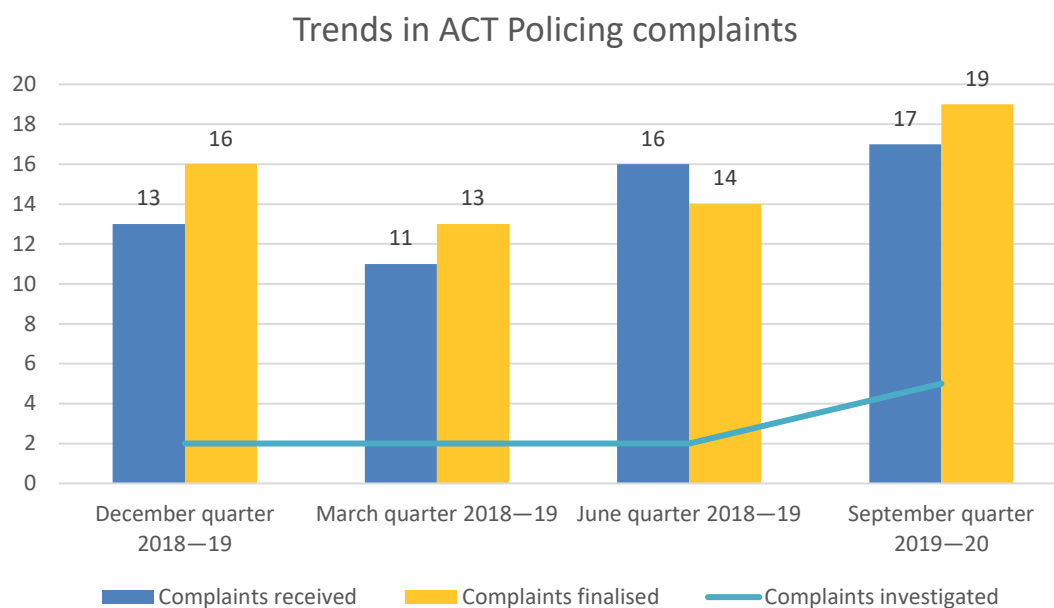
Part 3: ACT POLICING

The Ombudsman is able to investigate complaints made about ACT Policing. As noted above, this quarter we received **17 complaints** about ACT Policing, and finalised **19 complaints**. Of those complaints finalised, 74 per cent were investigated.

ACT Policing complaints remain small in number, but have begun to increase again since the June quarter 2018–19, after decreasing throughout 2017–18.

Figure 6 shows the trends in ACT complaints received and finalised over the last four quarters.

Figure 6—Trends in ACT Policing complaints over the last four quarters



We are also responsible for inspecting ACT Policing records relating to their use of certain covert and intrusive powers under ACT legislation. No inspections were conducted during this reporting period. The next scheduled inspection will occur in December 2019.

This quarter we completed a review of ACT Policing’s complaint-handling processes as part of the Office’s pilot Complaint Assurance Project (CAP). Two other Commonwealth agencies also participated in this pilot.

Our review found ACT Policing is meeting many of the indicators of good complaint-handling, while also identifying a range of opportunities for improvements.

Part 4: ACT COMMUNITY OUTREACH ACTIVITIES

The Office has continued to engage with the ACT community, targeting our outreach activities for maximum impact under our ACT engagement plan.

Most of our outreach activities this quarter were focused on preparing for the release of our updated ACT Ombudsman website on 1 October 2019, with feedback sought to ensure the website is engaging and accessible.

We will continue to work with the community to improve the site and to make it a valuable resource for the ACT community about our Office and the programs we monitor, including the ACT Reportable Conduct Scheme and the FOI Act.

The ACT Ombudsman has a range of brochures, guidelines and fact sheets available, both printed and online. We have had our most popular brochure translated into 22 community languages and will be distributing these to community organisations and at our stalls.

Outreach to ACT Aboriginal and Torres Strait Islander communities continued in this quarter with:

- meetings held with representatives of the Aboriginal Legal Service, Wreck Bay community, ACT Aboriginal and Torres Strait Islander Justice Caucus Group, Bimberi Youth Justice Centre, Canberra Community Law—Dhurrawang Aboriginal Human Rights Program and the Justice representative of the Aboriginal and Torres Strait Islander Elected Body
- attendance at the Wreck Bay Aboriginal Community Council meeting and the ‘Safety in the Pouch’ ACT Indigenous Advisory Group interagency meeting.

This quarter our staff:

- met with a range of consumer service and complaint professionals at the Symposium in Sydney organised by SOCAP (a consumer affairs professional association)
- attended meetings of ‘Who’s New on the Street’ with homelessness service providers, and the ‘Neighbourly Network’, a group of community organisations concerned with building better communities, and
- attended a meeting of the ACT Joint Advisory Council Chairs.

Part 5: AGENCY ENGAGEMENT

This quarter our staff met with:

- Housing ACT to discuss complaints, parole processes and ongoing trends
- ACTCS to discuss proposed assisted referrals, parole processes and complaints processes
- Environment, Planning and Sustainable Development Directorate to discuss complaints management in relation to building, planning and development
- staff of the NSW Inspector of the Independent Commission Against Corruption to help prepare for our new role as Inspector of the ACT Integrity Commission
- staff of Victim Support within the ACT Human Rights Commission, the Social Justice Unit and Restorative Justice Unit within JACS, and the Office of the ACT Inspector of Correctional Services to discuss engagement with ACT Aboriginal and Torres Strait Islander communities.

We also attended:

- a hearing of the Sentence Administration Board to enhance our knowledge of parole processes
- our regular meetings with ACTCS, Official Visitors, the ACT Human Rights Commission and the Inspector of Custodial Services to ensure appropriate coordination of the oversight of the AMC
- briefings on the new Welcoming Cities and Wellbeing Indicators initiatives.

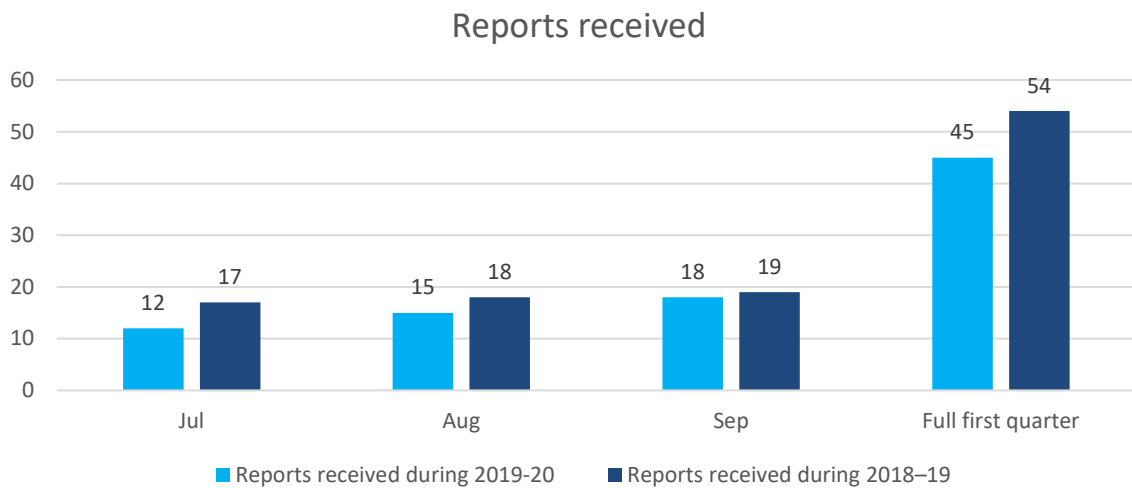
Part 6: REPORTABLE CONDUCT

Reports received

This quarter, the Office received **45 initial reports** from entities about allegations of reportable conduct, with four of these also being notified to ACT Policing.

As outlined in Figure 7, this is a 17 per cent decrease in reporting, compared to the same quarter in the 2018–19 financial year.

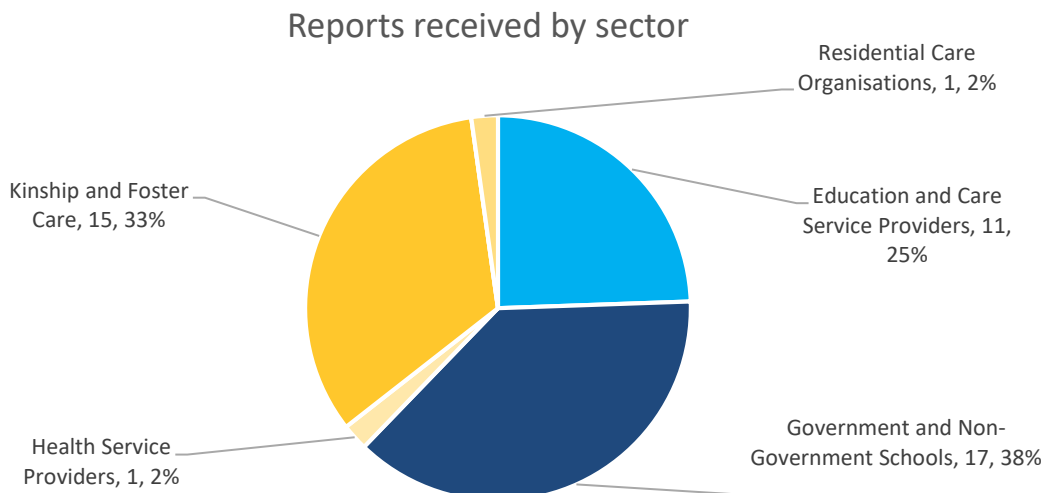
Figure 7—Reports received in the first quarter of 2019–20, compared to previous financial year



Ill-treatment of a child involving hostile use of force/physical contact remains the most common allegation type. The next most common allegation category is ill-treatment involving emotional abuse.

Figure 8 outlines the number of reports received this quarter, by sector. The largest number of reports received were from government and non-government schools (17 reports).

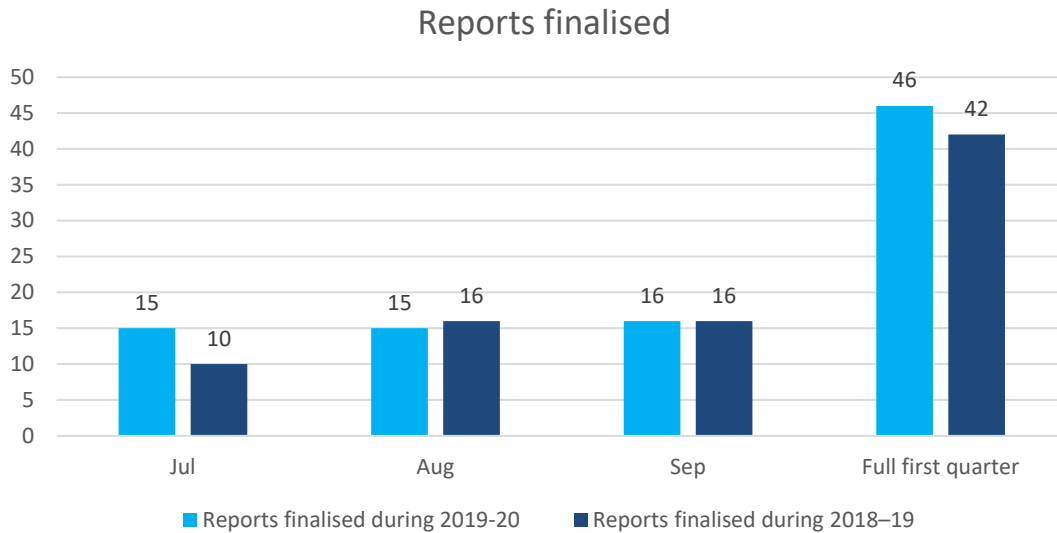
Figure 8—Reports received in the first quarter of 2019–20 by sector.



Reports finalised

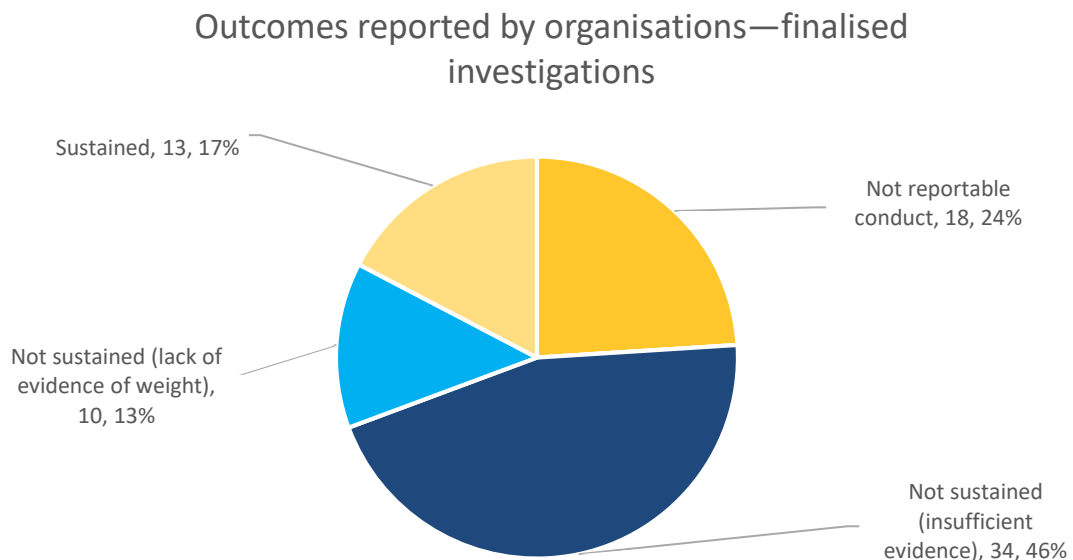
In this quarter, as outlined in Figure 9, the Office finalised **46 matters**—a 10 per cent increase in finalised cases compared to the same quarter for the previous financial year.

Figure 9—Reports finalised in the first quarter of 2019-20, compared to previous financial year



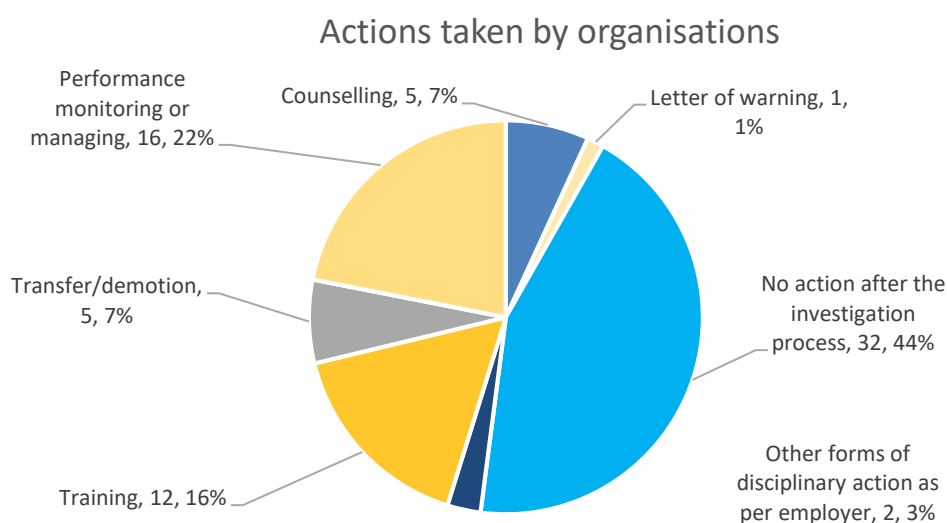
After notifying the Office of a reportable conduct allegation, an organisation must update the Ombudsman on the outcome of its investigation and what action it has taken as a result. Figures 10 and 11 summarise the outcomes for each allegation and the actions taken by organisations, as provided to us in reports finalised this quarter².

Figure 10—Outcomes reported by organisations—finalised investigations in the first quarter of 2019-20



² A notification may contain multiple allegations.

Figure 11—Actions taken by organisations—finalised in the first quarter of 2019–20³



Engagement and monitoring activities

In this quarter, we looked closely at our engagement with religious bodies. At this time, we have identified 212 religious bodies in the ACT and 294 places of worship. We have had active engagement with 58 per cent of these bodies. This engagement includes reports or enquiries from these bodies, attendance at training or information sessions, phone and in person conversations about the scheme.

We also analysed the responses from religious bodies to a survey we conducted over July–August 2019. The purpose of the survey activity was to increase our understanding of religious bodies’ level of engagement after one year in the reportable conduct scheme, and to increase the Office’s knowledge of how reportable conduct is addressed within religious bodies’ policies and practices.

We received 39 responses to the survey covering 92 religious bodies.

- The responses were generally comparable to those received for a 2018 survey of all sectors after one year in the scheme.
- In both surveys we saw that entities had substantial scope to develop their policy and practices related to the prevention of reportable conduct and handling of allegations.
- Our Office will use the results to target our efforts in capacity building and stakeholder engagement and consult representatives of religious bodies about this at a practitioners’ forum dedicated to this sector in November.

On 1 September 2019, the new requirement for religious bodies to nominate a ‘head of entity’ for responsibilities under the scheme commenced.

Since this time, we have received nominations of heads of entity for 68 religious bodies. We are following up with religious bodies directly by phone to ensure they are aware of the requirements and encourage them to finalise a nomination.

³ The other forms of disciplinary actions employers can take include mediation, mentoring, restorative action, demotion, reclassification of duties, and increased case management activities (for carers).

In relation to other sectors covered by the scheme, we hosted a practitioners’ forum in September which included presentations and discussion about misconduct of a sexual nature and the concept of ‘crossing professional boundaries’ and the role of child safety officers in schools.

We also delivered three information sessions open to representatives of any organisation under the scheme and one dedicated to Barnardos.

Part 7: FREEDOM OF INFORMATION (FOI)

FOI contacts received

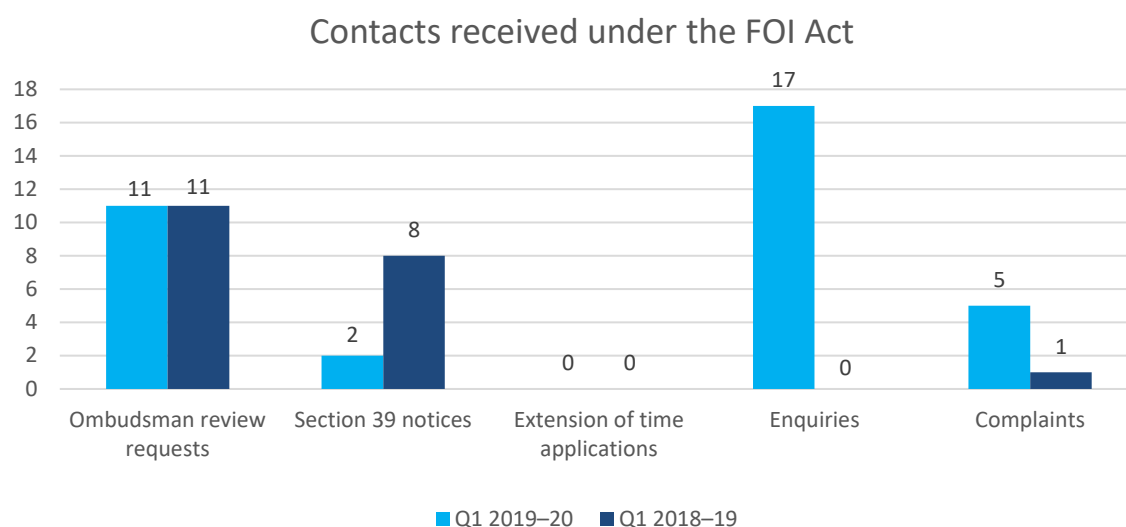
As outlined in Figure 12, the Office received **30 contacts** relating to our role under the FOI Act during the first quarter of 2019–20, which is an increase on the 24 contacts received in the previous quarter.

This comprised of:

- five applications for Ombudsman review
- two s 39 notices
- 12 enquiries
- five complaints.

The Office did not receive any requests for an extension of time in the first quarter.

Figure 12—Contacts received under the FOI Act in the first quarter of 2019–20, compared to the first quarter of 2018–19

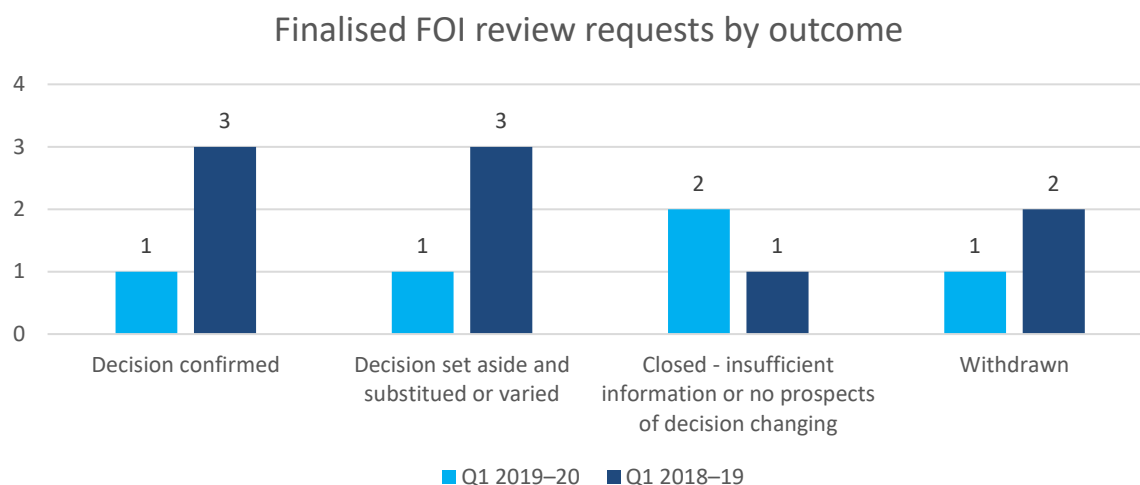


Finalised FOI reviews

As shown in Figure 13, the Office finalised **five Ombudsman reviews** this quarter. The outcomes of these reviews included:

- confirming the original decision in one case
- setting the decision aside and substituting the decision in one case
- finalising two matters where there were no reasonable prospects of the decisions changing
- one matter was withdrawn following informal resolution activities.

Figure 13—FOI review requests finalised in the first quarter of 2019–20, compared to the first quarter of 2018–19



Informal resolution

We continue to focus on informal resolution wherever possible by contacting the applicant to discuss their review request and providing case officer assessments, when appropriate. These tools assist to resolve matters before progressing to a final decision, by giving applicants information about the likely outcomes of the review and options for resolution.

In cases where an agency decision is likely to be confirmed by the Ombudsman, the case officer assessment gives the applicant the opportunity to make further relevant submissions, accept proposed options for resolution, and/or withdraw their application for review.

This approach has resulted in cases being resolved ahead of a formal decision, reducing the overall timeframe for our review, and potentially saving the applicant additional legal fees where they are represented by a lawyer. In some cases, the matter has been finalised after the release of additional information to the applicant where the agency has been willing to release further information administratively.

Published decisions

At 30 September 2019, we have published **27 decisions** on the ACT Ombudsman website.⁴ Three of these decisions were published during this reporting period.

These decisions provide agencies and applicants with guidance on the FOI Act, including the application of the public interest test. From this quarter, Ombudsman decisions will also be published on the Australasian Legal Information Institute (AustLII) website.⁵

Guidelines project

A priority for our Office in 2019 has been the development of a set of FOI Guidelines to assist agencies to implement and improve their processes under the FOI Act.

⁴ See <http://www.ombudsman.act.gov.au/improving-the-act/freedom-of-information/foi-review-decisions>

⁵ See <http://www.austlii.edu.au/cgi-bin/viewdb/au/cases/act/ACTOFOI/>

Updated versions of the first two guidelines on the topics *Open Access Information*⁶ and *Dealing with informal requests for government information*⁷ are now available on the ACT Ombudsman website, following completion of the formal consultation period during this quarter. These guidelines were developed in consultation with ACT Government agencies, information commissioners from across Australia, and FOI specialists.

Development of four other guidelines has progressed during this reporting period, with the formal consultation for two more guidelines expected to commence during the next quarter, with draft documents to be published on our website. These focus on processing access applications and assessing public interest considerations.

A total of six guidelines will be developed in 2019, with the intention that they be published as a complete set of notifiable instruments in early 2020.

Engagement activities

FOI engagement activities this quarter included:

- FOI practitioners forums held in July and August to discuss the next two draft FOI guidelines
- meetings held with Transport Canberra and City Services (TCCS) and Major Projects Canberra to discuss best practice processes and engagement with our Office, and
- the Deputy Ombudsman meeting with JACS to discuss FOI matters, including the upcoming changes to the FOI Act.

Our Office also celebrated and helped to promote International Right to Know Day (RTKD) on 28 September 2019. RTKD recognises everyone's right to access information and reinforces the importance of transparency in building trust in government.

The Ombudsman issued a joint press release for RTKD with information access commissioners and ombudsmen from Australia and New Zealand, urging government agencies to do more to make information available for the benefit of the public.⁸

A further release was also issued outlining the findings of the first cross jurisdictional study of community access to government information—with ACT participating in this survey of community views on FOI for the first time.⁹ The results of this research can be accessed via our website.¹⁰ To coincide with RTKD, our Office also released our first full year annual report on the operation of the FOI Act. This is available on our website.¹¹

⁶ See http://www.ombudsman.act.gov.au/_data/assets/pdf_file/0022/106735/1.-Ombudsman-Guidelines-Open-Access-Information-September-2019-A1843367.pdf

⁷ See http://www.ombudsman.act.gov.au/_data/assets/pdf_file/0023/106736/2.-Ombudsman-Guidelines-Informal-Requests-for-Government-Information-September-2019-A1843369.pdf

⁸ See <http://www.ombudsman.act.gov.au/publications/media/2019/joint-media-statement-right-to-know-essential-to-democracy-in-a-digital-world>

⁹ See <http://www.ombudsman.act.gov.au/publications/media/2019/information-access-commissioners-and-ombudsman-release-survey-results-on-community-attitudes>

¹⁰ See <https://www.ipc.nsw.gov.au/news/release-inaugural-dashboard-and-metrics-publics-use-foi-laws>

¹¹ See http://www.ombudsman.act.gov.au/_data/assets/pdf_file/0025/106918/FOI-Annual-Report-2018-19.PDF

APPENDIX A

Complaints received by Directorate and agency for the first quarter of 2019-20

Directorate/Agency	Total received	Total finalised	Finalised with investigation	Finalised without investigation
Chief Minister, Treasury and Economic Development Directorate	37	33	3	30
Access Canberra	24	23	3	20
ACT Revenue Office	5	4	0	4
Canberra Institute of Technology	0	0	0	0
University of Canberra	6	5	0	5
Chief Minister, Treasury and Economic Development - other	2	1	0	1
Community Services Directorate	13	16	3	13
Housing ACT	12	14	2	12
Community Services - other	1	2	1	1
Education Directorate	3	3	0	3
Environment Planning and Sustainable Development Directorate	3	4	2	2
Health Directorate	8	7	0	7
Justice and Community Safety Directorate	36	37	4	33
ACT Corrective Services	35	38	4	33
ACT Emergency Services Agency	0	0	0	0
Justice and Community Safety - other	1	0	0	0
Transport Canberra and City Services Directorate	7	10	1	9
ACTION Bus	2	3	1	2
Transport Canberra and City Services - other	5	7	0	7

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Directorate/Agency	Total received	Total finalised	Finalised with investigation	Finalised without investigation
Independent statutory offices	19	18	0	18
ACT Court or Tribunal	1	1	0	1
ACT Human Rights Commission	4	2	0	2
Director of Public Prosecutions	0	0	0	0
Legal Aid ACT	7	7	0	7
Public Trustee and Guardian for the ACT	7	8	0	8
Prescribed authorities	0	0	0	0
ACT Law Society	0	0	0	0
Territory-owned corporations	0	0	0	0
ACT Long Service Leave Authority	0	0	0	0
Icon Water	0	0	0	0
Total ACT Government	126	128	13	115
ACT Policing	17	19	5	14
Total ACT	143	147	18	129

APPENDIX B

Outcomes of finalised complaint investigations by agency and outcome for first quarter of 2019-20

Directorate or 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
Chief Minister, Treasury and Economic Development Directorate	3	0	0	0	0	0	2	1	0	0	0	3
Access Canberra	3	0	0	0	0	0	2	1	0	0	0	3
ACT Revenue Office	0	0	0	0	0	0	0	0	0	0	0	0
Canberra Institute of Technology	0	0	0	0	0	0	0	0	0	0	0	0
University of Canberra	0	0	0	0	0	0	0	0	0	0	0	0
Chief Minister, Treasury and Economic Development	0	0	0	0	0	0	0	0	0	0	0	0
Community Services Directorate	3	0	0	0	0	4	1	1	0	1	0	7
Housing ACT	2	0	0	0	0	4	0	0	0	0	0	4
Community Services Directorate	1	0	0	0	0	0	1	1	0	1	0	3
Education Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Environment Planning and Sustainable Development Directorate	2	0	0	0	0	1	2	2	0	0	0	5
Health Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Justice and Community Safety Directorate	4	0	0	0	1	0	6	2	0	1	0	10
ACT Corrective Services	4	0	0	0	1	0	6	2	0	1	0	10
ACT Emergency Services Agency	0	0	0	0	0	0	0	0	0	0	0	0
Justice and Community Safety – other	0	0	0	0	0	0	0	0	0	0	0	0

ACT Ombudsman—Quarterly report, 1 July to 30 September 2019

Directorate or agency	Investigations finalised	No remedy	Action expeditied	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	1	0	0	0	0	2	0	0	0	1	0	3
ACTION Bus	1	0	0	0	0	2	0	0	0	1	0	3
Transport Canberra and City Services - other	0	0	0	0	0	0	0	0	0	0	0	0
Independent statutory offices	0	0	0	0	0	0	0	0	0	0	0	0
ACT Court or Tribunal	0	0	0	0	0	0	0	0	0	0	0	0
ACT Human Rights Commission	0	0	0	0	0	0	0	0	0	0	0	0
Director of Public Prosecutions	0	0	0	0	0	0	0	0	0	0	0	0
Legal Aid ACT	0	0	0	0	0	0	0	0	0	0	0	0
Public Trustee and Guardian for the ACT	0	0	0	0	0	0	0	0	0	0	0	0
Prescribed authorities	0	0	0	0	0	0	0	0	0	0	0	0
ACT Law Society	0	0	0	0	0	0	0	0	0	0	0	0
Territory-owned corporations	0	0	0	0	0	0	0	0	0	0	0	0
ACT Long Service Leave Authority	0	0	0	0	0	0	0	0	0	0	0	0
ICON Water	0	0	0	0	0	0	0	0	0	0	0	0
Total ACT Government	13	0	0	0	1	7	11	6	0	3	0	28
ACT Policing	5	0	0	0	0	0	5	0	0	0	0	5
Total ACT	18	0	0	0	1	7	16	6	0	3	0	33