

TABLE A1 APPROACHES AND COMPLAINTS RECEIVED AND FINALISED ABOUT ACT GOVERNMENT AGENCIES, 2006–07, OMBUDSMANS ACT 1989 (ACT) (INCLUDING FREEDOM OF INFORMATION)

AGENCY NAME	RECEIVED		FINALISED					REMEDIES						Total
			Not Investigated		Investigated			Apology	Decision changed or reconsidered	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	
	Category 1	Category 2	Category 3	Category 4	Category 5	Total								
ACT Corrective Services	94	31	18	35	1	1	1	86	1	23	3	1	28	
ACT Emergency Services Agency	4	4	1				4							
ACT Government Solicitor's Office	1	1					1							
ACT Health	24	15	4	1	2		22		3				3	
ACT Land Development Agency						1	1							
ACT Library and Information Service	3	1	2				3							
ACT Magistrates Court and Tribunals	8	5	2	1			8		1				3	
ACT Office of Fair Trading	8	1	2	2			3		1			1	2	
ACT Planning and Land Authority	31	13	8	13	2	1	37		1	3	1	4	12	
ACT Planning and Land Council	2	2	2				2							
ACT Registrar-General's Office	2	2					2							
ACT Workcover	3	2		1			3						1	
ACTEW Corporation	8	2	4				6		1	1			2	
ACTION	3	2		2			4			1			2	
Canberra Institute of Technology	5	3	2				5							
Chief Minister's Department	3	3					3							
Cultural Facilities Corporation					1		1							
Department of Disability, Housing and Community Services	14	9	2	1			12							
Department of Education and Training	31	10	18	1	1		30							
Department of Justice and Community Safety	9	4	3	1			8		1				1	
Department of the Territory and Municipal Services	32	13	12	6			31		1	2			3	
Department of Treasury	14	3	8	3	1		15		1	1		1	3	
Department of Urban Services	10	5	2	4			11		2				3	
Director of Public Prosecutions	3	3					3							
Environment ACT	8	4	3	1	1		9		1	1		1	3	
Housing ACT	99	42	19	27	3		91		7	1	2	9	21	
Human Rights Commission	3	1	2				3							
Legal Aid Commission of the ACT	4	1	1	1			3							
Office for Children, Youth and Family Support	40	14	7	13	1		35		2	6			8	
Office of the Public Advocate of the ACT	7	2	2	3			7			1			1	
Public Trustee for the ACT	7	4	1	2			7			2			2	
Roads ACT	40	9	16	11	1		37			2	5	2	9	
University of Canberra	8	2	4	1	1		7				1	1	2	
Total	528	206	148	129	14	4	501	16	8	9	60	7	109	