



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2022-2023

Mr James Milligan MLA (Chair), Mr Andrew Braddock MLA (Deputy Chair),

Dr Marisa Paterson MLA

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by Mr Andrew BRADDOCK MLA on 24 August 2022: Mr Iain ANDERSON took on notice the following question:

[Ref: Hansard Transcript – Uncorrected Proof Copy, 24 August 2022, pg. 34]

In relation to:

What about cultural and linguistically diverse populations in terms of the ratio of complaints? Does that reflect the population makeup?

ACT Ombudsman:

The answer to the Member's question is as follows: –

Our Office does not ask people to indicate whether they identify as culturally and linguistically diverse when they make contact with us.

This means we do not have data available on the number of complaints received from culturally and linguistically diverse populations and cannot provide a ratio or comparison with the population makeup.

Complainants may request the support of a translator through a free and confidential Translating and Interpreting Service (TIS National). TIS National's interpreting service allows the transfer of communications from a person's preferred spoken language into English. This service is publicised on our website and staff from our Office who take complaints by phone may also offer the service to callers. Complainants also have the option of nominating a person to make a complaint and/or communicate with our Office on their behalf.

The ACT Ombudsman website has brochures available in 23 different languages that explain how to access our services. We also use these brochures in our engagement and outreach activities.

Approved for circulation to the Select Committee on Estimates 2022-2023

Signature:

Date: 31/8 /2022

By the ACT Ombudsman, Mr Iain ANDERSON