



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. 15

STANDING COMMITTEE ON PUBLIC ACCOUNTS

ALISTAIR COE MLA (CHAIR), MICHAEL PETTERSSON MLA (DEPUTY CHAIR), ANDREW BRADDOCK MLA

Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21
ANSWER TO QUESTION TAKEN ON NOTICE
Friday 5 March 2021

Asked by Mr Cain on 5 March 2021: Mr Michael Manthorpe took on notice the following question(s):

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In relation to: Meetings with Access Canberra

- Please provide an outline of what was discussed with Access Canberra in the quarterly meetings – Refer to page 14 of the 2019-20 Annual Report?
- What were the recommendations from these engagements?

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

Officers at the Director and Assistant Director level hold regular liaison meetings with Access Canberra. At these meetings there are discussions about complaint trends, issues impacting each organisation and recent developments. At the most recent meeting with Access Canberra, the Complaints Assurance Program (CAP) was also discussed.

The CAP is a voluntary program where my Office works with government agencies to understand and improve their complaint-handling by recognising best practice and identifying improvements.

Approved for circulation to the Standing Committee on Public Accounts

Signature:

Date: 15-3-21

By the ACT Ombudsman, Mr Michael Manthorpe PSM