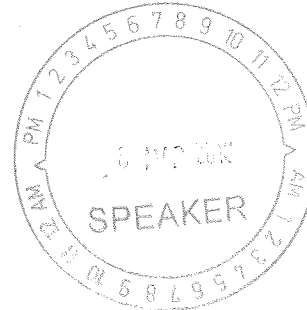


Our ref: A1578000

6 March 2018

Ms Joy Burch MLA
Speaker
Legislative Assembly for the ACT
GPO Box 1020
CANBERRA ACT 2601



Dear Speaker

ACT Ombudsman quarterly update – 1 October 2017 to 31 December 2017

Please find enclosed a copy of the Ombudsman quarterly statistical report for the period 1 October 2017 to 31 December 2017.

The report indicates that the number of approaches to my Office is broadly in line with previous quarters. The three agencies that have consistently recorded the highest number of approaches over the past two years are Housing ACT, Access Canberra and ACT Corrective Services (ACTCS).

In addition to handling complaints about ACT government agencies in this period, my Office promoted systemic improvements in public administration by hosting a complaint handling forum attended by ACT and Commonwealth public servants, with the theme: *People-focused complaint handling – effective delivery in a resource constrained environment*. We continued our regular liaison with ACTCS, the Alexander Maconochie Centre (AMC), Justice and Community Safety Directorate, Housing ACT and the Community Safety Directorate and we engaged with other directorates and agencies as required.

My Office promoted our accessibility to the ACT community this quarter by presenting to and/or attending events, such as:

- the Mental Health and Wellbeing Expo
- the ACT Policing Community Forum
- the Aboriginal and Torres Strait Islander Elected Body.

Staff from my Office also undertook AMC security awareness training to facilitate a more regular program of outreach visits to the AMC that commenced in January 2018.

In relation to the Reportable Conduct scheme, we received 41 notifications of allegations in this quarter. Forty cases were closed over that same time period, including a number of cases relating to allegations received during the previous quarter.



We hosted a number of events to promote and share best practice in child protection and oversight. At our initiation, we arranged and hosted a full day exchange with our NSW and Victorian counterparts on the shared experiences of our respective schemes. We hosted our second ACT reportable conduct practitioner forum with government and non-government participants sharing information about child protection and practice issues. We also engaged the Australian Childhood Foundation to provide a presentation on child safeguarding practices to representatives from ACT directorates with a view to developing a shared understanding on the application of these practices in the ACT. We continued to offer information sessions to entities covered by the scheme, provide email newsletter updates on changes to legislative provisions during the period and maintain our online guidance materials.

I have provided a copy of this update to the Head of Service, Ms Kathy Leigh as required by the Services Agreement.

You are welcome to contact me directly on (02) 6276 0149 if you have any questions. Alternatively, your office may wish to contact the Director responsible, Ms Chelsey Bell on (02) 6276 0165.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Michael Manthorpe', with a stylized flourish at the end.

Michael Manthorpe PSM
ACT Ombudsman

ACT Ombudsman Complaints Statistics - 1 October to 31 December 2017

Directorate/Agency	Total Received	Finalised				Remedies						Total Remedies
		Not Investigated	Investigated	Total Finalised	Action expedited	Agency Apology	Agency undertook to reconsider matter	Explanation	Change to: policy practice law	Decision changed	Other non-financial remedy	
Chief Minister, Treasury and Economic Development Directorate	32	26	5	31	0	1	1	6	0	1	1	10
Access Canberra	14	13	2	15				2				2
Chief Minister, Treasury and Economic Development Directorate	5	4	1	5				1				1
ACT Revenue Office	7	7		7								
University of Canberra	6	2	2	4		1	1	3		1	1	7
Community Services Directorate	22	15	3	18	2	0	0	2	0	0	0	4
Community Services Directorate	3	3		3								
Housing ACT	19	12	3	15	2			2				4
Education and Training Directorate	11	10	0	10	0	0	0	0	0	0	0	0
Canberra Institute of Technology	3	4		4								
Education Directorate	8	6		6								
Environment and Planning Directorate	4	3	1	4	0	0	0	0	0	0	0	0
ACT Environment and Planning Directorate	4	3	1	4								
Health Directorate	5	4	0	4	0	0	0	0	0	0	0	0
Health Directorate	5	4		4								
Justice and Community Safety Directorate	23	23	6	29	0	0	0	5	1	0	0	6
ACT Corrective Services	14	15	3	18				2				2
ACT Court or Tribunal	1	2		2								
Human Rights Commission	1	1		1								
Justice and Community Safety Directorate	2	1	1	2								
Public Trustee for the ACT	5	4	2	6				3	1			4
Transport Canberra and City Services Directorate	6	4	0	4	0	0	0	0	0	0	0	0
Total ACT Government	109	85	15	100	2	1	1	13	1	1	1	20
ACT Policing	21	18	6	24	0	0	0	0	0	0	0	0
Grand Total	124	109	21	124	2	1	1	13	1	1	1	20