



STANDING COMMITTEE ON PUBLIC ACCOUNTS]

Elizabeth Kikkert MLA (Chair), Michael Pettersson MLA (Deputy Chair),
Andrew Braddock MLA

Inquiry into Annual and Financial Reports 2020-21
ANSWER TO QUESTION TAKEN ON NOTICE
2 March 2022

Asked by Mr Peter Cain MLA on 2 March 2022: Ms Penny McKay took on notice the following question:

[Ref: Hansard Transcript 2 March 2022, p 10]

In relation to:

Are there any recommendations or observations not taken up by Access Canberra?

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

In 2020-21, the ACT Ombudsman (the Office) finalised 6 investigations of complaints about Access Canberra.

When closing an investigation, the Office can provide comments or suggestions to an agency under s 15(4) of the *Ombudsman Act 1989* (the Act). The Office can also make recommendations after an investigation if it makes a report under s 18 of the Act.

During finalisation of the 6 investigations, the Office did not make any recommendations or observations to Access Canberra.

Issues identified by the complainants were remedied by Access Canberra before the 6 investigations were closed.

Approved for circulation to the Standing Committee on Public Accounts

Signature:

Date:

11/3/2022

By the Acting ACT Ombudsman, Ms Penny McKay