



Inquiry into Home Buyer Concession Scheme Administration

Answer to question taken on notice

Asked by: Ms Caitlin Tough MLA

Addressed to: Ms Katrina Dwyer, Senior Assistant Ombudsman, Defence, Investigations, ACT and Legal Branch, ACT Ombudsman

In relation to: Communicating the services of the Ombudsman

Hearing: 15 October 2025

Uncorrected Proof Transcript p. 42

Transcript provided: 24 October 2025

Answer Due: 31 October 2025

Ms Dwyer took on notice the following question:

MS TOUGH: Yes, thank you. Are the revenue office and other agencies proactive at telling people, you know, “If you do not like this decision, the Ombudsman is there”? Or is it more just people, when they are looking at what is going on, find the Ombudsman?

Ms Dwyer: I must admit I cannot speak to the revenue office specifically and whether or not they are communicating that. Although we can take that on the list and come back, if you would like? But as a general point, yes, I would say there are agencies that do make clear either on their websites or in their communications with the public, if they are dissatisfied they can come to us.

What we would say is that, as a general principle that the office has, we would encourage people to go to the agency in the first instance. Usually because the agency is best placed to actually take action fairly quickly, in an ideal world, to address that person’s concerns.

However, there are circumstances, as we have said, where people have been to the agency and they are not happy with the outcome they have received. As Joy said—Ms Mulder said, there are then instances where actually the better explanation is what the outcome is for the person. Actually it is not uncommon that people are happy with that, to be honest. That better explanation is quite powerful, which is why the communication is important.

MS TOUGH: Yes, definitely. If you could—if that is easy for you to check, that would be great. If that is not something you can find out, that is also, you know, fine as an answer. It would just be interesting to know what pathway the revenue office is giving people. Yes, happy for you to move on.

OFFICIAL

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

In our complaint investigations, the ACT Ombudsman has seen correspondence sent by the ACT Revenue Office that includes reference to the ACT Ombudsman as a possible review pathway, as well as correspondence that does not refer to the Ombudsman. We have been engaging with the ACT Revenue Office, and we will talk to them about how they advise people of the availability of our Office.

Approved for circulation to the Standing Committee on Public Accounts and Administration



Signature:

Date: 29/10/2025

By Katrina Dwyer, Senior Assistant Ombudsman— Defence, Investigations, ACT and Legal