



## Standing Committee on Justice and Community Safety

### Inquiry into Annual and Financial Reports 2021-2022 ANSWER TO QUESTION TAKEN ON NOTICE

Asked by Mr Peter CAIN MLA on 2 November 2022: Mr David Fintan, Senior Assistant Ombudsman, Program Delivery Branch, took on notice the following question(s):

Reference: Hansard [uncorrected] proof transcript 2 November 2022 [PAGE 53 - 54]

In relation to:

**THE CHAIR:** A fresh question, live question on performance indicators against serviced standards. I note that on page 17 you have your performance against service standard targets of matters being completed within certain periods of time. I notice there is not a record of those that are completed within 90 days. You have seven days, 40 days, 90 days, 12 month, you have targets but there is no record of the delivery and finalisation within 90 days. Could you just provide that figure or is there a reason why that is not there?

**Mr Anderson:** I am not sure why we have not published that figure, I will see if my colleague.

**Mr Fintan:** No. I take that on notice.

**THE CHAIR:** Yes, and you will be able to provide that figure no doubt.

**Mr Fintan:** We will be able to provide that, yes.

**ACT OMBUDSMAN:** The answer to the Member's question is as follows:—

In 2021-22, the Office finalised 67 per cent of ACT complaints within 90 days.

Approved for circulation to the Standing Committee on Justice and Community Safety

Signature:

Date: 16 Nov 2022.

By the A/g ACT Ombudsman, Ms Penny McKay