



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 Iain Anderson, ACT Ombudsman, took on notice the following question(s):

Reference: Hansard [uncorrected] proof transcript 2 November 2022 [PAGE # 57 - 58]

In relation to:

THE CHAIR: Did you apply or get any metric of the improvement that that change resulted in?

Mr Anderson: Well, the main metric is what is our backlog of complaints and how long are we taking to deal with complaints. So, we have a range of different reports that we get internally that tell us are we processing more quickly or less quickly and what does that mean for the number of complaints we have hand. I think things like that. So, we certainly measure quite extensively our internal performance.

THE CHAIR: And is any of that results the metrics of those in the annual report or is that something you are able to provide?

Mr Anderson: I am not sure if there is anything in the annual report but I will take that on notice to see what we could provide.

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

Table 1 below illustrates the Office's workload for ACT complaints for 2021-22 and the first quarter of 2022-23.

While the Office invested in additional resources to handle complaints during this period, it took several months for staff attrition to settle and for new staff to become effective in their roles.

By the end of the first quarter of 2022-23 – with the benefit of additional resources and process efficiencies – the Office had reduced the number of ACT complaints on hand by 19 per cent, from 128 in June 2022 to 104 in September 2022.

Table 1—ACT Ombudsman complaints 2021-22 and first quarter of 2022-23

Month	Received	Finalised	Total complaints on hand
July 2021	29	31	43
August 2021	40	24	59
September 2021	35	43	51
October 2021	33	30	54
November 2021	37	19	72
December 2021	21	12	81
January 2022	39	17	102
February 2022	39	21	120
March 2022	50	40	130
April 2022	29	30	129
May 2022	33	38	124
June 2022	34	30	128
July 2022	36	46	118
August 2022	36	42	112
September 2022	26	33	104

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

Signature:



Date: 10/11/22

By the ACT Ombudsman, Mr Iain Anderson