

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Taxi Costs

Senator: Senator Ludwig

Question reference number: 136

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How much did each department/agency spend on taxis during the specified period? Provide a breakdown for each business group in each department/agency.
2. What are the reasons for taxi costs?
3. How much did the department spend on taxis during the specified period for their minister or minister's office?

Answer:

1. \$29,325.00.
2. The nature of the work in the Commonwealth Ombudsman's office requires travel especially in relation to investigations and international programs.
3. Not applicable.

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Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Hospitality and Entertainment

Senator: Senator Ludwig

Question reference number: 137

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. What has been the Department/Agency's hospitality spend including any catering and drinks costs.
2. For each Minister and Parliamentary Secretary office, please detail total hospitality spend. Detail date, location, purpose and cost of all events including any catering and drinks costs.
3. What has been the Department/Agency's entertainment spend? Detail date, location, purpose and cost of all events including any catering and drinks costs.
4. For each Minister and Parliamentary Secretary office, please detail total entertainment spend. Detail date, location, purpose and cost of all events including any catering and drinks costs.
5. What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
6. For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.
7. What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
8. For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.

9. Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved?

Answer:

1. The spend on hospitality by the Office of the Commonwealth Ombudsman was \$7,245.64. This was for the seven events listed in the table below:

| Event | Cost |
|--|-------------------|
| Complaints and the National Disability Insurance Scheme | \$600.00 |
| Meeting with DANA and the NSW Ombudsman | \$275.86 |
| ACT Complaint Handling Forum | \$506.82 |
| Commonwealth Complaint Handling Forum | \$2,349.09 |
| Senior Leadership Metadata Forum | \$1,635.01 |
| ACT Peak and Community Body | \$353.50 |
| Private Health Insurance Ombudsman quarterly stakeholder meeting | \$1,525.36 |
| TOTAL | \$7,245.64 |

2. Not applicable.
 3. Nil.
 4. Not applicable.
 5. Anticipated forecast spend is \$10,500.00 as listed in the table below:

| Scheduled | Event | Anticipated Cost |
|------------------|---|-------------------------|
| May 2016 | Dinner meeting for members of the Pacific Ombudsman Alliance and Australasia and Pacific Ombudsman Region - in Melbourne. | \$6,000.00 |
| May 2016 | Morning team for members of the Pacific Ombudsman Alliance, Australasia and Pacific Ombudsman Region and Australia and New Zealand Ombudsman Association – Melbourne. | \$4,500.00 |

6. Not applicable.
 7. Nil.
 8. Not applicable.
 9. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Executive Coaching and Leadership Training

Senator: Senator Ludwig

Question reference number: 138

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

Please provide the following information in relation to executive coaching and/or other leadership training services purchased by each department/agency:

1. Total spending on these services
2. The number of employees offered these services and their employment classification
3. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification)
4. The names of all service providers engaged For each service purchased form a provider listed under (4), please provide:
 - i. The name and nature of the service purchased
 - ii. Whether the service is one-on-one or group based
 - iii. The number of employees who received the service and their employment classification
 - iv. The total number of hours involved for all employees (provide a breakdown for each employment classification)
 - v. The total amount spent on the service
 - vi. A description of the fees charged (i.e. per hour, complete package)
5. Where a service was provided at any location other than the department or agency's own premises, please provide:
 - i. The location used

- ii. The number of employees who took part on each occasion (provide a breakdown for each employment classification)
 - iii. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
 - iv. Any costs the department or agency's incurred to use the location
6. In relation to education/executive coaching and/or other leadership training services paid for by the department what agreements are made with employees in regards to continuing employment after training has been completed?
 7. For graduate or post graduate study, please breakdown each approved study leave by staffing allocation and degree or program title.

Answer:

1. Nil.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. The Office of the Commonwealth Ombudsman does not have any formal provisions requiring employees to agree to continuing employment after training is completed.
7. Nil.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

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Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Staffing Profile

Senator: Senator Ludwig

Question reference number: 139

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has there been any change to the staffing profile of the department/agency?
2. Provide a list of changes to staffing numbers, broken down by classification level, division, home base location (including town/city and state).

Answer:

1. Yes.
2. A comparison of the changes to the Office's staffing profile as at 31 August 2015 (cannot provide figures for as at 14 September 2015) and 31 January 2016 are provided in the table on page 2. Figures outside of brackets are staffing numbers as at 31 January 2016 and figures in brackets are the staffing numbers as at 31 August 2015.

| Branch | Classification | ACT | NSW | VIC | SA | WA | QLD | Total |
|--|-----------------------|----------------|----------------|----------------|----------------|--------------|----------------|------------------|
| Executive | APS Level 4 | 2 (2) | 1 (1) | | | | | 3 (3) |
| | APS Level 5 | 1 (1) | 5 (5) | | | | | 6 (6) |
| | APS Level 6 | | 2 (2) | | | | | 2 (2) |
| | EL 1 | 1 (1) | 2 (3) | | | | | 3 (4) |
| | EL 2 | | 2 (2) | | | | | 2 (2) |
| | SES B1 | 4 (4) | 1 (1) | 1 | | | | 6 (5) |
| Justice, Finance and Territories | APS Level 4 | 1 | | 1 | | | | 2 (-) |
| | APS Level 5 | 4 (2) | 1 | 1 | | | | 6 (2) |
| | APS Level 6 | 4 (5) | | 1 | | | | 5 (5) |
| | EL 1 | 8 (7) | 1 | 2 (1) | | | | 11 (8) |
| | EL 2 | 5 (5) | | (1) | | | | 5 (6) |
| Social Services, Indigenous and Public Interest Disclosures | APS Level 4 | 1 (1) | | | | | | 1 (1) |
| | APS Level 5 | | | (1) | 1 (1) | | | 1 (2) |
| | APS Level 6 | 2 (2) | | | | 1 (1) | (1) | 3 (4) |
| | EL 1 | 2 (2) | 2 (1) | | (1) | | 2 (2) | 6 (6) |
| | EL 2 | | 2 (2) | | 1 | | 1 (1) | 4 (3) |
| Immigration and Overseas Students | APS Level 4 | 6 (6) | | | | | | 6 (6) |
| | APS Level 5 | 1 (1) | 1 (1) | | | | 1 | 3 (2) |
| | APS Level 6 | 2 (1) | | | | 1 (1) | 1 (2) | 4 (4) |
| | EL 1 | 6 (6) | | | | | | 6 (6) |
| | EL 2 | 2 (2) | | | | | | 2 (2) |
| Operations | APS Level 3 | 2 (2) | | 2 (3) | 10 (10) | | | 14 (15) |
| | APS Level 4 | 4 (2) | | 1 | 4 (3) | 1 | 2 (2) | 12 (7) |
| | APS Level 5 | 2 (2) | | 2 (3) | (1) | 1 (2) | 2 (1) | 7 (9) |
| | APS Level 6 | 8 (10) | | 2 (1) | 3 (2) | | 1 (1) | 14 (14) |
| | EL 1 | 5 (3) | | 1 (1) | 1 (1) | | 3 (3) | 10 (8) |
| | EL 2 | 1 (2) | | | 1 (1) | | 1 (1) | 3 (4) |
| Corporate | APS Level 4 | 5 (6) | | | | | | 5 (6) |
| | APS Level 5 | (1) | | | | | | (1) |
| | APS Level 6 | 6 (4) | | | | | | 6 (4) |
| | EL 1 | 6 (7) | | | | | | 6 (7) |
| | EL 2 | 2 (3) | | | | | | 2 (3) |
| TOTALS | | 93 (90) | 20 (18) | 14 (11) | 21 (20) | 4 (4) | 14 (14) | 166 (157) |

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

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Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Staffing Reduction

Senator: Senator Ludwig

Question reference number: 140

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How many staff reductions/voluntary redundancies have occurred?
 1. What was the reason for these reductions?
2. Were any of these reductions involuntary redundancies? If yes, provide details.
3. Are there any plans for further staff reductions/voluntary redundancies? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut.
4. If there are plans for staff reductions, please give the reason why these are happening.
5. Are there any plans for involuntary redundancies? If yes, provide details.
6. How many ongoing staff left the department/agency? What classification were these staff?
7. How many non-ongoing staff left department/agency from? What classification were these staff?
8. What are the voluntary redundancy packages offered? Please detail for each staff level and position
9. How do the packages differ from the default public service package?
10. How is the department/agency funding the packages?

Answer:

1. Nil.
 1. Not applicable.
2. No.
3. The Office of the Commonwealth Ombudsman has no current plans for staff reductions.
4. Not applicable.
5. The Office of the Commonwealth Ombudsman has no plans for involuntary redundancies.
6. The Office of the Commonwealth Ombudsman has had eight (8) ongoing staff leave between 14 September 2015 and 31 January 2016:
 - 1x SES Band 1;
 - 1x EL 2;
 - 3x EL 1;
 - 1x APS 5;
 - 1x APS 4; and
 - 1x APS 3.
7. The Office of the Commonwealth Ombudsman has had seven (7) non-ongoing staff leave between 14 September 2015 and 31 January 2016:
 - 3x APS 4; and
 - 4x APS 3.
8. Not applicable.
9. Not applicable.
10. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Staffing Recruitment

Senator: Senator Ludwig

Question reference number: 141

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How many ongoing staff have been recruited? What classification are these staff?
2. How many non-ongoing positions exist or have been created? What classification are these staff?
3. How many staff have been employed on contract and what is the average length of their employment period?

Answer:

1. From 14 September 2014 to 31 January 2016, the Office has recruited six (6) ongoing staff:
1x APS 5; and
5x APS 4.
2. From 14 September 2014 to 31 January 2016, the Office has recruited fourteen (14) non-ongoing staff:
2x EL 2;
1x EL 1;
1x APS 6;
1x APS 5;
5x APS 4; and
4x APS 3.
3. From 14 September 2014 to 31 January 2016, the Office has employed three (3) staff on contracts. The average length of their employment was eight (8) months.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Kitchen Appliances

Senator: Senator Ludwig

Question reference number: 142

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency purchased, leased or rented any kitchen appliances over the value of \$1000?
 1. If yes, provide a list that includes the type of appliance, the cost, the amount, and any ongoing costs such as purchase of consumables and when the appliance was purchased?
 2. Why were the appliances purchased?
 3. Has there been a noticeable difference in staff productivity since the appliances were purchased? Are staff leaving the office premises less during business hours as a result?
 4. Where did the funding for the appliances come from?
 5. Who has access?
 6. Who is responsible for the maintenance of the appliances? How much was spent on maintenance, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
 7. What are the other ongoing costs of the appliances?

Answer:

1. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Boards (for Departments or Agencies with Boards)

Senator: Senator Ludwig

Question reference number: 143

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How often has each board met, break down by board name;
2. What travel expenses have been incurred;
3. What has been the average attendance at board meetings;
4. List each member's attendance at meetings;
5. How does the board deal with conflict of interest;
6. What conflicts of interest have been registered;
7. What remuneration has been provided to board members;
8. How does the board dismiss board members who do not meet attendance standards?
9. Have any requests been made to ministers to dismiss board members?
10. Please list board members who have attended less than 51% of meetings
11. What have been the catering costs for the board meetings held during this period?
Please break down the cost list.

Answer:

Not applicable to the Office of the Commonwealth Ombudsman.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Corporate Cars

Senator: Senator Ludwig

Question reference number: 144

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How many cars are owned by each department/agency?
 1. Where are the cars located?
 2. What are the cars used for?
 3. What is the cost of each car during the specified period?
 4. How far did each car travel during the specified period?
2. How many cars are leased by each department/agency?
 1. Where are the cars located?
 2. What are the cars used for?
 3. What is the cost of each car during the specified period?
 4. How far did each car travel during the specified period?

Answer:

1. Nil.
2. Nil.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Government Payment of Accounts

Senator: Senator Ludwig

Question reference number: 145

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. What has been the average time period for the department/agency paid its accounts to contractors, consultants or others?
2. How many payments owed (as a number and as a percentage of the total) have been paid in under 30 days?
3. How many payments owed (as a number and as a percentage of the total) have been paid in between 30 and 60 days?
4. How many payments owed (as a number and as a percentage of the total) have been paid in between 60 and 90 days?
5. How many payments owed (as a number and as a percentage of the total) have been paid in between 90 and 120 days? f) How many payments owed (as a number and as a percentage of the total) have been paid in over 120 days?
6. For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency since Estimates, 2014?
7. Where interest is being paid, what rate of interest is being paid and how is this rate determined?

Answer:

1. 13.2 days
2. 624 or 93.6%

3. 27 or 4.0%
4. 16 or 2.4%
5. 2 or 0.3%
- 5.f) [sic] 1 or .01%
6. yes, \$27.42
7. The interest rate is determined by the ATO and changes each quarter. See Resource Management Guide No. 417 issued by the Department of Finance.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Hire Cars

Senator: Senator Ludwig

Question reference number: 146

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How much did each department/agency spend on hire cars during the specified period? Provide a breakdown of each business group in each department/agency.
2. What are the reasons for hire car costs?
3. How much did the department spend on hire cars during the specified period for their minister or minister's office?

Answer:

1. Overall spend on car hire since the 14th of September is \$2,401.17. Expenditure by branch is listed in the table below.

| Branch within Commonwealth Ombudsman | Hire Car Expenditure | % of Total Spend |
|--|-----------------------------|-------------------------|
| Immigration and Overseas Students | \$1,456.20 | 61 % |
| Social Services, Indigenous and Public Interest Disclosure | \$347.89 | 14 % |
| Justice, Finance and Territories | \$484.18 | 20 % |
| Private Health Insurance | \$112.90 | 5 % |
| TOTAL | \$2,401.17 | 100% |

2. 61% of car hire related to overseas travel for the detention centre reviews undertaken by the Immigration and Overseas Students Branch. 20% of the car hire is in relation

to the International Program. The final 19% of car hire was undertaken as a more cost effective option to travel as opposed to using taxis. For example travelling from Melbourne to Geelong to meet with National Disability Insurance Scheme representatives.

3. Nil.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Credit Cards

Senator: Senator Ludwig

Question reference number: 147

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Provide a breakdown of any changes to employment classifications that have access to a corporate credit card.
2. Have there been any changes to action taken in the event that the corporate credit card is misused?
3. Have there been any changes to how corporate credit card use is monitored?
4. Have any instances of corporate credit card misuse have been discovered during the specified period? If so:
5. Please list staff classification and what the misuse was, and the action taken.
6. Have there been any changes to what action is taken to prevent corporate credit card misuse?
7. How many credit cards are available to the Minister or their office? If so, please list by classification. Have there been any misuse of credit cards by the Minister or their office? Has any action been taken against the Minister or their office for credit card misuse? If so, list each occurrence, including the cost of the misuse.

Answer:

1. No changes.
2. No changes.

3. No changes.
4. Nil.
5. Not applicable.
6. No changes.
7. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Functions

Senator: Senator Ludwig

Question reference number: 148

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Provide a list of all formal functions or forms of hospitality conducted for the Minister. Include:
 1. The guest list of each function
 2. The party or individual who initiated the request for the function
 3. The menu, program or list of proceedings of the function
 4. A list of drinks consumed at the function
2. Provide a list of the current wine, beer or other alcoholic beverages in stock or on order in the Minister's office. Breakdown by item, quantity and cost.

Answer:

1. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Red Tape Reduction

Senator: Senator Ludwig

Question reference number: 149

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Please detail changes to structures, officials, offices, units, taskforce or other processes has the department dedicated to meeting the government's red tape reduction targets?
 1. What is the progress of that red tape reduction target
 2. How many officers have been placed in those units and at what level?
 3. How have they been recruited?
 4. What process was used for their appointment?
 5. What is the total cost of this unit?
 6. What is the estimated total salary cost of the officers assigned to the unit.
 7. Do members of the unit have access to cabinet documents?
 8. Please list the security classification and date the classification was issued for each officer, broken down by APS or SES level, in the red tape reduction unit or similar body.
 9. What is the formal name given to this unit/taskforce/team/workgroup or agency within the department?

Answer:

1. No changes have been made within the reporting period.
2. Not applicable.

3. Not applicable.
4. Not applicable.
5. Not applicable.
6. Not applicable.
7. Not applicable.
8. Not applicable.
9. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Land Costs

Senator: Senator Ludwig

Question reference number: 150

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

1. How much land (if any) does the Department or agencies or authorities or Government corporation within each portfolio own or lease?
2. Please list by each individual land holding, the size of the piece of land, the location of that piece of land and the latest valuation of that piece of land, where that land is owned or leased by the Department, or agency or authority or Government Corporation within that portfolio? (In regards to this question please ignore land upon which Australian Defence force bases are located. Non-Defence Force base land is to be included)
3. List the current assets, items or purse (buildings, facilities or other) on the land identified above.
 - a. What is the current occupancy level and occupant of the items identified in (3)?
 - b. What is the value of the items identified in (3)?
 - c. What contractual or other arrangements are in place for the items identified in (3)?
4. How many buildings (if any) does the Department or agencies or authorities or Government Corporation within each portfolio own or lease?
5. Please list by each building owned, its name, the size of the building in terms of square metres, the location of that of that building and the latest valuation of that building, where that building is owned by the Department, or agency or authority or Government Corporation within that portfolio? (In regards to this question please ignore buildings that are situated on Australian Defence force bases. Non-Defence Force base buildings are to be included).

6. In regards to any building identified in Q4, please also detail, the occupancy rate as expressed as a percentage of the building size. If occupancy is identified as less than 100%, for what is the remaining space used?

Answer:

1. Nil
2. Nil
3. Nil
4. Seven (7) properties are currently leased by the Office of the Commonwealth Ombudsman in Canberra, Melbourne, Sydney, Adelaide, Brisbane and Perth.
5. Nil owned
6.

| | |
|------------------|----------------|
| Perth | 100% Occupancy |
| Sydney George St | 100% Occupancy |
| Sydney Pitt St* | 0% Occupancy |
| Brisbane | 100% Occupancy |
| Melbourne | 100% Occupancy |
| Adelaide | 100% Occupancy |
| Canberra | 77% Occupancy |

The remaining space in Canberra is empty and the Office is currently looking at options there are to utilise this space or sub lease it.

- * Prior to the amalgamation of the Private Health Insurance Ombudsman and the Commonwealth Ombudsman there were two property leases in Sydney. The functions of the Private Health Insurance Ombudsman were transferred to the Commonwealth Ombudsman on 1 July 2015 and the office was amalgamated into a single tenancy at the end of August 2015. Negotiations are currently underway to cancel the remaining period on the Pitt Street lease as it is not due to expire until 31 January 2017.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Contracts for Temporary Staff

Senator: Senator Ludwig

Question reference number: 151

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How much did the department/agency spend on temporary or contract staff?
2. How many temporary or contract staff have been employed?
3. What is the total number of temporary or contract staff currently employed?
4. How much was paid for agencies/companies to find temporary/contract staff?
5. Have there been any changes to the policies/criteria that govern the appointment of contract staff?

Answer:

1. Between September 2015 and January 2016:
 - Temporary staff - \$367,141.14; Contracted staff - \$77,777.57.
2. Between September 2015 and January 2016:
 - Temporary staff – 21; Contracted staff – 3.
3. Staff currently employed:
 - Temporary staff – 21; Contracted staff – 3.
4. \$40,550.71.
5. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Printing

Senator: Senator Ludwig

Question reference number: 152

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Please list all documents that have been printed at the expense of the department/agency where 500 or more copies have been produced? Please include the total number produced as well.
 1. How many of these printed documents were also published online?
2. Has the Department/Agency used external printing services for any print jobs?
 1. If so, what companies were used?
 2. How were they selected?
 3. What was the total cost of this printing by item?

Answer:

1. Nil.
2. Yes
 1. – 3. In table on page 2.

Table - External Printing Services

| 1. Company | 2. Selection Process | 3. Total Cost |
|---|---|--|
| Prinstant | Value for money – quotes sourced and compared. | Business cards - \$120.00 Envelopes - \$309.09 |
| New Millennium Print | Value for money – quotes sourced and compared. | Letterhead - \$570.00 |
| Giraffe Visual Communication Management | Value for money – quotes sourced and compared. | Commonwealth Ombudsman Annual Report 2014-15 - \$18,339.50 ACT Ombudsman Annual Report 2014-15 - \$3,400.00 Private Health Insurance Ombudsman Annual Report 2014-15 - \$12,405.00 |
| Honiara Digital Payment | Directly sourced by Honiara Office of the Ombudsman | Various documents including procedures, policies, charts and guides - \$2,785.23 |

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Communications Staff

Senator: Senator Ludwig

Question reference number: 153

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

1. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:
 - a) How many ongoing staff, the classification, the type of work they undertake and their location.
 - b) How many non-ongoing staff, their classification, type of work they undertake and their location
 - c) How many contractors, their classification, type of work they undertake and their location
 - d) How many are graphic designers?
 - e) How many are media managers?
 - f) How many organise events?

2. Have these arrangements changed since the change of Prime Minister on 14 September, 2015? If yes, please detail.

Answer:

1. (a) Two (2) staff – one (1) x EL1; and one (1) x APS 6.
(b) Nil.
(c) Nil.
(d) Nil.

- (e) Twenty percent of one FTE (20%).
- (f) Nil.

2. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Reviews

Senator: Senator Ludwig

Question reference number: 154

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How many new reviews (defined as review, inter-departmental group, inquiry, internal review or similar activity) have been commenced? Please list them including:
 1. the date they were ordered
 2. the date they commenced
 3. the minister responsible
 4. the department responsible
 5. the nature of the review
 6. their terms of reference
 7. the scope of the review
 8. Who is conducting the review
 9. the number of officers, and their classification level, involved in conducting the review
 10. the expected report date
 11. the budgeted, projected or expected costs
 12. If the report will be tabled in parliament or made public
2. For any review commenced or ordered, have any external people, companies or contractors being engaged to assist or conduct the review?

1. If so, please list them, including their name and/or trading name/s and any known alias or other trading names
2. If so, please list their managing director and the board of directors or equivalent
3. If yes, for each is the cost associated with their involvement, including a break down for each cost item
4. If yes, for each, what is the nature of their involvement
5. If yes, for each, are they on the lobbyist register, provide details.
6. If yes, for each, what contact has the Minister or their office had with them
7. If yes, for each, who selected them
8. If yes, for each, did the minister or their office have any involvement in selecting them,
 1. If yes, please detail what involvement it was
 2. If yes, did they see or provided input to a short list
 3. If yes, on what dates did this involvement occur
 4. If yes, did this involve any verbal discussions with the department
 5. If yes, on what dates did this involvement occur
3. Which reviews are on-going?
 1. Please list them.
 2. What is the current cost to date expended on the reviews?
4. Have any reviews been stopped, paused or ceased? Please list them.
5. Which reviews have concluded? Please list them.
6. How many reviews have been provided to Government? Please list them and the date they were provided.
7. When will the Government be responding to the respective reviews that have been completed?
8. What reviews are planned?
 1. When will each planned review be commenced?
 2. When will each of these reviews be concluded?
 3. When will government respond to each review?
 4. Will the government release each review?
 1. If so, when? If not, why not?

Answer:

1. Nil.
2. Not applicable.
3. Nil.
4. No.
5. Not applicable.
6. Nil.
7. Not applicable.
8. Nil.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Commissioned Reports

Senator: Senator Ludwig

Question reference number: 155

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How many reports (including paid external advice) have been commissioned by the Minister, department or agency?
 1. Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
2. How much did each report cost/or is estimated to cost? How many departmental or external staff were involved in each report and at what level?
3. What is the current status of each report? When is the Government intending to respond to these reports?

Answer:

1. Nil.
2. Not applicable.
3. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Appointments

Senator: Senator Ludwig

Question reference number: 156

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Please detail any board appointments made to date.
2. What is the gender ratio on each board and across the portfolio?
3. Has the department instigated or changed its gender ratio target and/or any other policy intended to increase the participation rate of women on boards? If yes, please specify what the target and policy is for each board.
4. Please specify when these gender ratio or participation policies were changed.

Answer:

1. Not applicable.
2. Not applicable.
3. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Stationery Requirements

Senator: Senator Ludwig

Question reference number: 157

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How much has been spent by each department and agency on the government (Ministers / Parliamentary Secretaries) stationery requirements in your portfolio to date?
 1. Detail the items provided to the minister's office.
 2. Please specify how many reams of paper have been supplied to the Minister's office.
2. How much has been spent on departmental stationary requirements to date.
3. Has any customised stationery been requested or provided to the Minister or Ministerial Staff? If yes, please include a photo/scan, detail the type of stationery, date it was requested, date it was provided and the cost.

Answer:

1. Not applicable.
2. \$10,925.63
3. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Electronic Equipment

Senator: Senator Ludwig

Question reference number: 158

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Other than phones, ipads or computers – please list the electronic equipment provided to the Minister’s office.
 1. List the items
 2. List the items location or normal location
 3. List if the item is in the possession of the office or an individual staff member of minister, if with an individual list their employment classification level
 4. List the total cost of the items
 5. List an itemised cost breakdown of these items
 6. List the date they were provided to the office
 7. Note if the items were requested by the office or proactively provided by the department.

Answer:

1. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Media Subscriptions

Senator: Senator Ludwig

Question reference number: 159

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. What pay TV subscriptions does your department/agency have?
 1. Please provide a list of channels and the reason for each channel.
 2. What has been the cost of this package/s during the specified period?
 3. What is provided to the Minister or their office?
 4. What has been the cost of this package/s during the specified period?
2. What newspaper subscriptions does your department/agency have?
 1. Please provide a list of newspaper subscriptions and the reason for each.
 2. What has been the cost of this package/s during the specified period?
 3. What is provided to the Minister or their office?
 4. What has been the cost of this package/s during the specified period?
3. What magazine subscriptions does your department/agency have?
 1. Please provide a list of magazine subscriptions and the reason for each.
 2. What has been the cost of this package/s during the specified period?
 3. What is provided to the Minister or their office?
 4. What has been the cost of this package/s during the specified period?
4. What publications does your department/agency purchase?
 1. Please provide a list of publications purchased by the department and the reason for each.

2. What has been the cost of this package/s during the specified period?
3. What is provided to the Minister or their office?
4. What has been the cost of this package/s during the specified period?

Answer:

1. Nil.

2.

| | 2.1 | 2.2 |
|------------------|---|--------------------|
| Canberra Office | Canberra Times, Australian Financial Review | \$ 645.86 |
| Sydney Office | Australian Financial Review, The Australian | \$ 563.91 |
| Brisbane Office | The Australian, The Courier Mail | \$ 342.18 |
| Melbourne Office | The Age, Australian Financial Review | \$ 349.22 |
| Adelaide Office | The Advertiser | \$ 116.14 |
| Total | | \$ 2,017.31 |

3. Not applicable.

4. Not applicable.

3. Nil.

4. Nil.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Meeting Costs

Senator: Senator Ludwig

Question reference number: 160

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 3

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How much has the Department/Agency spent on meeting costs? Detail date, location, purpose and cost of all events, including any catering and drinks costs.
2. For each Minister and Parliamentary Secretary office, please detail total meeting spend from to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.
3. What meeting spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
4. For each Minister and Parliamentary Secretary office, what meeting spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.

Answer:

1. The spend on hospitality by the Office of the Commonwealth Ombudsman was \$7,245.64. This was for the seven events listed in the table below:

| Event | Cost |
|---|-------------------|
| Complaints and the National Disability Insurance Scheme | \$600.00 |
| Meeting with DANA and the NSW Ombudsman | \$275.86 |
| ACT Complaint Handling Forum | \$506.82 |
| Commonwealth Complaint Handling Forum | \$2,349.09 |
| Senior Leadership Metadata Forum | \$1,635.01 |
| ACT Peak and Community Body | \$353.50 |
| Private Health Insurance Ombudsman (PHIO) quarterly stakeholder meeting | \$1,525.36 |
| TOTAL | \$7,245.64 |

Venue hire costs are listed in the table below:

| Venue | Cost \$ |
|---|-----------------|
| OAKS ON COLLINS Melbourne meetings POA and APOR | 1,810.36 |
| Uni House 8 Venue Hire for Community of practice | 363.64 |
| Australian National University for Social Services, Indigenous and Public Interest Disclosure (SSIPID) Branch meeting | 400.00 |
| Australian National University for SSIPID Branch meeting | 400.00 |
| Australian National University for SSIPID Branch meeting | 400.00 |
| Complaints and the NDIS – 9/12/2015 - function room | 225.00 |
| Complaints function – 9/12/2015 | 518.18 |
| Uni House 8 SES Planning Day | 325.45 |
| Room Hire - 23/11/2015 | 209.09 |
| APS Commission room hire – 28/10/2015 | 300.00 |
| Parkroyal Melbourne PHIO quarterly stakeholder meeting | 1,078.79 |
| Room Hire - 53 Albert St TR2 14/10/2015 | 368.18 |
| Room Hire - 53 Albert St MR2&3 15/10/2015 | 577.27 |
| Room Hire - 53 Albert St MR4 19/10/2015 | 368.18 |
| Parkroyal Melbourne Deposit for PHIO Reference Group meeting | 446.57 |
| Uni House 8 Deposit - SLG planning day - Dec 15 | 181.82 |
| Mantra Pandanas Darwin Deposit for Indigenous CHF Darwin | 556.36 |
| Mantra Pandanas Darwin Indigenous Conference | 949.53 |
| APS Commission APSC venue hire - Sydney Metadata Forum | 272.73 |
| TOTAL | 9,751.15 |

2. Not applicable.
3. Anticipated forecast spend on hospitality by the Office of the Commonwealth Ombudsman is \$10,500.00 as listed in the table below. Currently there is no further venue hire planned.

| Scheduled | Event | Anticipated Cost |
|------------------|---|-------------------------|
| May 2016 | Dinner meeting for members of the Pacific Ombudsman Alliance and Australasia and Pacific Ombudsman Region - in Melbourne. | \$6,000.00 |
| May 2016 | Morning team for members of the Pacific Ombudsman Alliance, Australasia and Pacific Ombudsman Region and Australia and New Zealand Ombudsman Association – Melbourne. | \$4,500.00 |

4. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Media Training

Senator: Senator Ludwig

Question reference number: 161

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. In relation to media training services purchased by each department/agency, please provide the following information:
 1. Total spending on these services
 2. An itemised cost breakdown of these services
 3. The number of employees offered these services and their employment classification
 4. The number of employees who have utilised these services and their employment classification
 5. The names of all service providers engaged
 6. The location that this training was provided
2. For each service purchased from a provider listed under (1), please provide:
 1. The name and nature of the service purchased
 2. Whether the service is one-on-one or group based
 3. The number of employees who received the service and their employment classification (provide a breakdown for each employment classification)
 4. The total number of hours involved for all employees (provide a breakdown for each employment classification)

5. The total amount spent on the service
6. A description of the fees charged (i.e. per hour, complete package)
3. Where a service was provided at any location other than the department or agency's own premises, please provide:
 1. The location used
 2. The number of employees who took part on each occasion
 3. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
 4. Any costs the department or agency's incurred to use the location

Answer:

1. Nil.
2. Not applicable.
3. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Consultancies

Senator: Senator Ludwig

Question reference number: 162

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How many consultancies have been undertaken? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (ie. open tender, direct source, etc). Also include total value for all consultancies.
2. How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.
3. Have any consultancies not gone out for tender?
 1. List each, including name, cost and purpose
 2. If so, why?

Answer:

1. There have been seven (7) consultancies undertaken since the 14th of September 2015 they are set out in the table on page 2.

| Provider | Subject Matter | cost in period (excl. GST) | total value (inc. GST) | Method of procurement | Duration |
|-------------------------------|--|-----------------------------------|-------------------------------|------------------------------|-----------------|
| PT&A Health | Workplace Health Assessment | \$2,392.50 | | Three (3) quotes | As required |
| Callida Consulting | Data Analytics Project | \$42,880.00 | \$80,000.00 | limited tender | |
| Business as usual | Business Continuity Review | \$9,900.00 | \$21,780.00 | limited tender | |
| EY fraud | Internal Audit | \$10,000.00 | \$16,500.00 | limited tender | 14 Days |
| WISE Workplace | Workplace Investigation | \$4,612.50 | | Three (3) quotes | As required |
| The Hon Neil Anthony Brown QC | Mediation with Private Health Insurance Stakeholders | \$6,763.69 | | Direct panel | As required |
| EY Governance | Internal Audit | - | \$30,000.00 | Tender | 25 days |
| Total | | \$76,548.69 | | | |

2. Nil.

3. Yes. Where procurements are below the threshold in the Commonwealth Procurement Rules.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Provision of Equipment - Ministerial

Senator: Senator Ludwig

Question reference number: 163

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone has been provided and the costs?
 1. Itemise equipment and cost broken down by staff or minister classification
2. Has electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive, video cameras) been provided by the department/agency? If yes provide a list of:
3. What is provided?
4. The purchase cost.
5. The ongoing cost.
6. A list of any accessories provided for the equipment and the cost of those accessories. (e.g. iPad keyboards, laptop carry bags, additional chargers etc).
7. A breakdown of what staff and staff classification receives each item.

Answer:

1.– 7. Not applicable

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Provision of Equipment - Departmental

Senator: Senator Ludwig

Question reference number: 164

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive, video cameras) been provided by the department/agency to departmental staff? If yes provide a list of:
2. What has been provided?
3. The purchase cost.
4. The ongoing cost.
5. A list of any accessories provided for the equipment and the cost of those accessories. (e.g. iPad keyboards, laptop carry bags, additional chargers etc).
6. A breakdown of what staff and staff classification receives each item.

Answer:

1. Yes.
2. See table.
3. See table.
4. See table.
5. See table.
6. See table.

Table: Provision of Equipment - Departmental

| 2. Electronic equipment | 3a. Purchase cost | 3b. Purchase date | 4. Ongoing cost | 5a. Accessory | 5b. Accessory cost | 5c. Purchase date | 6a. Staff Position | 6b. Staff Classification |
|--------------------------------|--------------------------|--------------------------|------------------------|----------------------|---------------------------|--------------------------|------------------------------|---------------------------------|
| Acer TravelMate P455 | \$1,338.59 | 20/4/15 | | Acer laptop bag | \$19.00 | 20/4/15 | Deputy Ombudsman | Statutory Officer |
| Acer TravelMate P455 | \$1,338.59 | 20/4/15 | | Acer laptop bag | \$19.00 | 20/4/15 | A/g Chief Operations Officer | SES |
| iPad | \$753.50 | 21/4/15 | | iPad cover | \$46.20 | 21/4/15 | A/g Chief Operations Officer | SES |
| iPhone | \$912.00 | 23/12/14 | \$24.95 p/m | iPhone cover | \$27.00 | 23/12/14 | A/g Director | Executive Level 2 |
| USB drive | \$10.00 | 18/12/15 | | | | | Director | Executive Level 2 |
| iPhone | \$912.00 | 23/12/14 | \$24.95 p/m | iPhone cover | \$27.00 | 23/12/14 | Assistant Director | Executive Level 1 |
| iPhone | \$912.00 | 23/12/14 | \$24.95 p/m | iPhone cover | \$27.00 | 23/12/14 | Senior Inspections Officer | Executive Level 1 |
| Acer TravelMate P455 | \$1,338.59 | 20/4/15 | | Acer laptop bag | \$19.00 | 20/4/15 | Senior Investigation Officer | Executive Level 1 |
| Dell Latitude E7250 | \$1,390.20 | 17/4/15 | | Dell laptop bag | \$42.00 | 17/4/15 | Senior Investigation Officer | Executive Level 1 |
| Soft Vasco Token | \$48.00 | 24/3/15 | | | | | Senior Investigation Officer | Executive Level 1 |
| Soft Vasco Token | \$48.00 | 24/3/15 | | | | | Senior Investigation Officer | Executive Level 1 |
| USB drive | \$10.00 | 18/12/15 | | | | | Senior Investigation Officer | Executive Level 1 |
| Acer TravelMate P455 | \$1,338.59 | 20/4/15 | | Acer laptop bag | \$19.00 | 17/4/15 | Inspections Officer | APS Level 6 |
| Dell Latitude E7250 | \$1,390.20 | 18/12/15 | | Dell laptop bag | \$42.00 | 18/12/15 | Inspections Officer | APS Level 6 |
| Dell Latitude E7250 | \$1,390.20 | 18/12/15 | | Dell laptop bag | \$42.00 | 18/12/15 | Inspections Officer | APS Level 6 |
| iPhone | \$912.00 | 23/12/14 | \$24.95 p/m | iPhone cover | \$27.00 | 23/12/14 | Inspections Officer | APS Level 6 |
| USB drive | \$10.00 | 18/12/15 | | | | | Inspections Officer | APS Level 6 |
| iPhone | \$912.00 | 23/12/14 | \$24.95 p/m | iPhone cover | \$27.00 | 23/12/14 | Investigation Officer | APS Level 6 |

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Computers

Senator: Senator Ludwig

Question reference number: 165

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

1. List the current inventory of computers owned, leased, stored, or able to be accessed by the Ministers office as provided by the department, listing the equipment cost and location and employment classification of the staff member that is allocated the equipment, or if the equipment is currently not being used
2. List the current inventory of computers owned, leased, stored, or able to be accessed by the department, listing the equipment cost and location
3. Please detail the operating systems used by the departments computers, the contractual arrangements for operating software and the on-going costs

Answer:

1. Not applicable.
2. The current inventory of computers and laptops owned and able to be accessed is 260 with a purchase value of \$321,023. The table on page 2 lists the number of computers at each office location for the Commonwealth Ombudsman:

Computer Inventory for the Office of the Commonwealth Ombudsman

| Location | Item | Number | Sum of Purchase Price |
|--------------|----------|------------|-----------------------|
| Canberra | Computer | 113 | \$139,220.65 |
| | Laptop | 50 | \$57,957.62 |
| Sydney | Computer | 31 | \$59,586.09 |
| Melbourne | Computer | 16 | \$14,918.88 |
| | Laptop | 2 | \$2,268.17 |
| Brisbane | Computer | 14 | \$13,054.08 |
| | Laptop | 5 | \$5,970.68 |
| Perth | Computer | 5 | \$4,662.15 |
| | Laptop | 1 | \$1,034.00 |
| Adelaide | Computer | 20 | \$18,648.60 |
| | Laptop | 3 | \$3,702.51 |
| TOTAL | | 260 | \$321,023.43 |

3. The Office of the Commonwealth Ombudsman uses MS Windows 7 as its operating system, which is contracted and priced via the whole of Government Volume Sourcing Agreement.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Travel Costs - Department

Senator: Senator Ludwig

Question reference number: 166

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 3

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Is the minister or their office or their delegate required to approve all departmental and agency international travel?
2. If so, under what policy?
3. Provide a copy of that policy.
4. When was this policy implemented?
5. When is the minister notified, when is approved provided?
6. Detail all travel (domestic and international) for Departmental officers that accompanied the Minister and/or Parliamentary Secretary on their travel. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).
7. Detail all travel for Departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). Also provide a reason and brief explanation for the travel.
8. What date was the minister or their office notified of the travel?
9. What date did the minister or their office approve the travel?
10. What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.

Answer:

1. No. The Office of the Commonwealth Ombudsman manages all international travel in accordance with *Resource Management Guide No. 405 – Official International Travel – Use of the Best Fare of the Day* and its Accountable Authority Instructions.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. Not applicable.
7. The Office of the Commonwealth Ombudsman does not record travel data in a way that would readily allow it to answer these questions without an unreasonable diversion of resources. The Office of the Commonwealth Ombudsman complies with the Whole-of-Australian-Government travel policies.

Accommodation and travel allowance is booked using pre-determined limits. Travel is undertaken to fulfil the Office of the Commonwealth Ombudsman’s role in relation to its statutory obligations and International Program activities. For the relevant reporting period the total travel expense for the Office of the Commonwealth Ombudsman is \$164,357. The breakdown is tabulated below:

| Type | \$ |
|--------------------------------|----------------|
| Domestic Airfares | 72,644 |
| Domestic Accommodation | 54,840 |
| Domestic Travel Allowance | 45,325 |
| International Airfares | 70,724 |
| International Accommodation | 28,631 |
| International Travel Allowance | 65,002 |
| TOTAL Travel | 164,357 |

8. Not applicable.
9. Not applicable.
10. For the remainder of the 2016 calendar year some travel is planned in relation to the Commonwealth Ombudsman’s statutory obligations and International Program activities. This includes travel for outreach, inspections and immigration detention inspection purposes.

International Program: The International Program promotes international, engagement, liaison and best practice in the pursuit of good governance within our region. The Commonwealth Ombudsman and staff are regular and active participants within the national and international community of ombudsmen. We share our experience in handling complaints about government agencies and fostering good public administration with various countries within the Asia - Pacific Region. This

approach helps also to maintain the Commonwealth Ombudsman's own currency and professionalism.

The Commonwealth Ombudsman's International Program is funded by AusAID, and has three main streams.

- Twinning Program with Papua New Guinea
- Pacific Ombudsman Alliance
- Indonesia

Outreach: The Office of the Commonwealth Ombudsman is committed to continuing to engage with Indigenous people and communities across Australia, to ensure complaints services are accessible. We conduct regular outreach to engage with Indigenous communities and stakeholders who work closely with Indigenous people to ensure our services are accessible to all Indigenous Australians.

Inspections: The Ombudsman is responsible for overseeing approximately 20 law enforcement agencies and their use of certain covert and intrusive powers. The Ombudsman's role is to provide assurance that agencies are using their powers as Parliament intended, and if not, hold the agencies accountable to the Government and the public. The Inspections and Law Enforcement Team (ILET) does this by conducting inspections, which involves engaging with agencies, auditing relevant records, and testing agencies' processes and systems. These inspections serve as an important community safeguard and assist agencies in applying sound administrative practises.

Immigration Detention Centres: The Commonwealth Ombudsman's program of inspection visits to immigration detention centres, including Christmas Island, and other places of immigration detention aims to:

- monitor the conditions and services provided to detainees
- assess whether those services comply with the immigration values and obligations of the Department of Immigration and Citizenship and the contracted service provider
- monitor the non-statutory refugee status assessment process
- deal with complaints from detainees
- interview detainees who have been detained for more than six months.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Grants

Senator: Senator Ludwig

Question reference number: 167

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. What guidelines are in place to administer grants?
2. How are grants applied for?
3. Are there any restrictions on who can apply for a grant? If yes, please detail.
 1. Can these restrictions be waved? If yes, please detail the process for waving them and list any grants where the restrictions were waved.
4. What is the procedure for selecting who will be awarded a grant?
5. Who is involved in this selection process?
6. Does the minister or the minister's office play any role in awarding grants? If yes, please detail.
 1. Has the minister or the minister's office exercised or attempted to exercise any influence over the awarding of any grants? If yes, please detail.
7. Provide a list of all grants, including ad hoc, one-off discretionary grants awarded to date. Provide the recipients, amount, intended use of the grants, what locations have benefited from the grants and the electorate and state of those locations.
8. Update the status of each grant that was approved prior to the specified period, but did not have financial contracts in place at that time. Provide details of the recipients, the amount, the intended use of the grants, what locations have benefited from the grants and the electorate and state of those grants.

Answer:

1. The Office of the Commonwealth Ombudsman does not administer any grant programs.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. Not applicable.
7. Not applicable.
8. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Departmental Rebranding

Senator: Senator Ludwig

Question reference number: 168

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/Agency undergone a name change or any other form of rebranding? If so:

- a. Please detail why this name change / rebrand were considered necessary and a justified use of departmental funds?
 - i. Please provide a copy of any reports that were commissioned to study the benefits and costs associated with the rebranding.
- b. Please provide the total cost associated with this rebrand and then break down by amount spent replacing:
 - i. Signage.
 - ii. Stationery (please include details of existing stationery and how it was disposed of).
 - iii. Logos
 - iv. Consultancy
 - v. Any relevant IT changes.
 - vi. Office reconfiguration.
- c. How was the decision reached to rename and/or rebrand the department?
 - i. Who was involved in reaching this decision? ii. Please provide a copy of any communication (including but not limited to emails, letters, memos, notes etc) from within the department, or between the department and the government regarding the rename/rebranding.

Answer:

1. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Media Monitoring

Senator: Senator Ludwig

Question reference number: 169

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office during the specified period?
 1. Which agency or agencies provided these services?
 2. What has been spent providing these services during the specified period?
 3. Itemise these expenses.
2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency during the specified period?
 1. Which agency or agencies provided these services?
 2. What has been spent providing these services during the specified period?
 3. Itemise these expenses

Answer:

1. Nil.
2. Nil.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Procedure Manuals (Ministerial)

Senator: Senator Ludwig

Question reference number: 170

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

1. Does the minister's office have a procedure manual for communication between the minister's office and the department? If yes, please provide a copy and:
2. When was the manual last updated?
3. Who is responsible for updating the manual?
4. Who is the manual distributed to?
5. Is anyone responsible for clearing communications before they are sent to the department?

Answer:

1. Not applicable.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Enterprise Bargaining Agreements (EBAs)

Senator: Senator Ludwig

Question reference number: 171

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

1. Please list all related EBAs with coverage of the department.
2. Please list their starting and expiration dates.
3. What is the current status of negotiations for the next agreement/s? Please detail.

Answer:

1. Office of the Commonwealth Ombudsman Enterprise Agreement 2011 – 2014.
2. The commencement date was 27 July 2011 and the nominal expiration date was 30 June 2014.
3. The last Enterprise Agreement bargaining meeting was held on 24 February 2016. The Office has tabled an offer of a salary increase. Negotiations are ongoing.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Existing Resources Program

Senator: Senator Ludwig

Question reference number: 172

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How many projects, work, programs or other tasks has the department started as a consequence of government policies or priorities that are required to be funded 'within existing resources'?
2. List each
3. List the staffing assigned to each task
4. What is the nominal total salary cost of the officers assigned to the project?
5. What resources or equipment has been assigned to the project?

Answer:

1. Nil.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Conditions of Government Contracts and Agreements

Senator: Senator Ludwig

Question reference number: 173

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

1. Do any contracts managed by the Department/Agency contain any limitations or restrictions on advocacy or criticising Government policy? If so, please name each contact. When was it formed or created?
2. What are the specific clauses and/or sections which state this, or in effect, create a limitation or restriction?
3. Do any agreements managed by the Department/Agency contain any limitations on restrictions on advocacy or criticisms of Government policy? If so, please name each agreement. When was it formed or created?
4. What are the specific clauses and/or sections which state this, or in effect, create a limitation or restriction?
5. For each of the contracts and agreements, are there any particular reason, such as genuine commercial in confidence information, for this restriction?
6. Have any changes to financial or resource support to services which advocate on behalf of groups or individuals in Australian society been made? If so, which groups? What was the change?
7. Has any consultation occurred between the Department/Agency and any individuals and/or community groups about these changes? If so, what consultation process was used? Was it public? If not, why not? Are public submissions available on a website?
8. If no consultation has occurred, why not?

9. Did the Minister/Parliamentary Secretary meet with any stakeholders about changes to advocacy in their contracts and/or agreements? If so, when? Who did he/she meet with?

Answer:

1. No.
2. Not applicable.
3. No.
4. Not applicable.
5. Not applicable.
6. No.
7. Not applicable.
8. Not applicable.
9. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Statutory Review Provisions

Senator: Senator Ludwig

Question reference number: 174

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Please list all current legislation, covered by the department's portfolio, which contain a statutory review provision/s. For each, please provide:

1. What work has been done towards preparing for the review? If none, why not?
2. Please provide a schedule or a workplan for the review.
3. When did/will this work begin?
4. When is/was the review due to commence?
5. What is the expected report date?
6. Who is the minister responsible for the review?
7. What department is responsible for the review?
8. List the specific clauses or legislation under review caused by the statutory provision.
9. List the terms of reference.
10. What is the scope of the review?
11. Who is conducting the review? How were they selected? What are the legislated obligation for the selection of the person to conduct the review?
12. What is the budgeted, projected or expected costs of the review?
13. When was the Minister briefed on this matter?
14. What decision points are upcoming for the minister on this matter?
15. List the number of officers, and their classification level, involved in conducting the review.

16. Will the report will be tabled in parliament or made public. If so, when?

Answer:

Not applicable. The Commonwealth Ombudsman does not administer legislation.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Sunset Provisions

Senator: Senator Ludwig

Question reference number: 175

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

1. Please list all current legislation, covered by the department's portfolio, which contain a sunset provision/s. For each, please provide:
 1. What work has been done towards preparing for the activation of sunset provisions? If no work has commenced, why not?
 2. Has any consideration been given to delaying or alerting the sunset provisions?
 3. Please provide a schedule or a workplan for the sunset provisions becoming active
 4. When did/will this work begin?
2. Will there be any reviews of or relating to the legislation before or after the sunset provision is enacted? If yes:
 1. When is/was the review due to commence?
 2. What is the expected report date?
 3. Who is the minister responsible for the review?
 4. What department is responsible for the review?
 5. List the specific clauses or legislation under review caused by the statutory provision.
 6. List the terms of reference.
 7. What is the scope of the review?

8. Who is conducting the review? How were they selected? What are the legislated obligation for the selection of the person to conduct the review?
9. What is the budgeted, projected or expected costs of the review?
10. When was the Minister briefed on this matter?
11. What decision points are upcoming for the minister on this matter?
12. List the number of officers, and their classification level, involved in conducting the review.
13. Will the report will be tabled in parliament or made public. If so, when?

Answer:

Not applicable. The Commonwealth Ombudsman does not administer any legislation.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Legal Costs

Senator: Senator Ludwig

Question reference number: 176

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. List all legal costs incurred by the department or agency
2. List the total cost for these items, broken down by source of legal advice, hours retained or taken to prepare the advice and the level of counsel used in preparing the advice, whether the advice was internal or external
3. List cost spend briefing Counsel, broken down by hours spent briefing, whether it was direct or indirect briefing, the gender ratio of Counsel, how each Counsel was engaged (departmental, ministerial)
4. How was each piece of advice procured? Detail the method of identifying legal advice

Answer:

1. The financial management information system used by the Office of the Commonwealth Ombudsman can only provide this data on a monthly basis. The total Office expense for external legal services from 1 September 2015 to 31 January 2016 was \$19,058.00 (ex GST)
2. The Government does not generally disclose the content of legal advice received by the Government or its agencies. It is important for any government to be able to make fully informed decisions based on comprehensive and confidential legal advice. As such, only total figures for legal service expenditure will be provided rather than a list of each service and costs.
3. Nil

4. External legal advice is obtained from providers listed on the Legal Services Multi Use List administered by the Attorney General's Department.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Procedure Manuals (Departmental)

Senator: Senator Ludwig

Question reference number: 177

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

1. Does the department have a procedure manual for communication between the department and the minister? If yes, please provide a copy and:
2. When was the manual last updated?
3. Who is responsible for updating the manual?
4. Has the minister's office had any input into the content of the manual? If so, please detail.
5. Who is the manual distributed to?
6. Is anyone responsible for clearing communications before they are sent to the minister or the minister's office?

Answer:

1. No.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Vending Machines

Senator: Senator Ludwig

Question reference number: 178

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency purchased or leased or taken under contract any vending machine facilities?
 1. If so, list these
 2. If so, list the total cost for these items
 3. If so, list the itemised cost for each item of expenditure
 4. If so, where were these purchased
 5. If so, list the process for identifying how they would be purchased
 6. If so, what is the current location for these items?
 7. If so, what is the current usage for each of these items?

Answer:

1. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Self-Initiated Work

Senator: Senator Ludwig

Question reference number: 179

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

1. Does the department have a program for staff to engage in self-initiated work (projects, plans etc that are devised by staff without being directed by the minister's office or department management)?
2. Please list all ongoing projects. For each, please detail:
3. When did the project commence?
4. When is it expected to conclude?
5. What will the total cost of the project be?
6. Where did the money for the project come from?
7. Where is the project based?

Answer:

1. No.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. Not applicable.
7. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Staff Awards

Senator: Senator Ludwig

Question reference number: 180

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has the Department / Agency given out awards to staff for any reason? If yes:
 1. What was the reason for the awards?
 2. What was the criteria for the awards?
 3. What form did the award take? (e.g. Certificate, gift vouchers etc)
 4. How much was spent on the award?
2. How were the awards presented?
3. Who presented the awards?
4. Was there a ceremony or party for the awards? If yes:
 1. Where was it held?
 2. Was there a fee for the venue? If yes, how much?
 3. How much was spent on catering?
 4. How many people attended?
 5. Did the minister attend?
 6. Did the minister's staff attend? If yes, how many?

Answer:

1. Yes.

1. Under the Recognition Scheme the Office of the Commonwealth Ombudsman seeks to recognise individuals and teams within the Office, who (within the context of living the APS Values) on a day-to-day basis have made a worthwhile contribution to the effectiveness of the office.
2. To be nominated for an award the nominee will have demonstrated a worthwhile contribution and commitment to:
 - Collaboration and teamwork;
 - Effective stakeholder engagement;
 - Responsiveness and timeliness;
 - Exercising sound judgement in ambiguous circumstances;
 - Effective budget and resource management; and
 - Continuous improvement through innovation.

Alternatively, the nominee will have demonstrated leadership in the office through modelling behaviours that:

- Modelled the way (set the example by aligning actions to shared values);
- Inspired a shared vision (enlisting others in a common vision);
- Challenged the process (through innovation, a solutions-based focus and generating small wins);
- Enabling others to Act (foster collaboration by building trust and facilitating relationships); or
- Encouraged the heart (showing appreciation for individual excellence, celebrating the values and creating a sense of community).

3. All awards are in the form of either a Certificate of Appreciation or a gift voucher.
4. \$60 was spent on awards in the reporting period.
2. Awards are presented during All Staff meetings.
3. Colin Neave, Commonwealth Ombudsman, presented the awards.
4. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Change Management

Senator: Senator Ludwig

Question reference number: 181

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has the Department/Agency engaged in a policy of Change Management? If yes:
 1. Please detail the policy.
 2. When was the policy introduced?
 3. What are the goals of the policy?
 4. How much was spent on consulting for the policy and who was contracted for this consultation?
 5. How much was spent implementing this policy?

Answer:

1. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Departmental Staff Misconduct

Senator: Senator Ludwig

Question reference number: 182

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Please provide a copy of the departmental staff code of conduct.
2. Have there been any identified breaches of this code of conduct by departmental staff?
 1. If yes, list the breaches identified, broken by staffing classification level.
 2. If yes, what remedy was put in place to manage the breach? If no remedy has been put in place, why not?
 3. If yes, when was the breach identified? By whom? When was the Minister made aware?
 4. If yes, were there any legal ramifications for the department or staff member? Please detail.

Answer:

1. The Office of the Commonwealth Ombudsman is covered by the APS Code of Conduct contained in section 13 of the *Public Service Act 1999*.
2. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Fee for Services

Senator: Senator Ludwig

Question reference number: 183

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Have any existing services provided by the department / agency moved from being free to a user-pay service? Have any additional fees been placed on existing services? If yes please provide a list and include:
2. Name of the fee and a short description of what it covers.
3. How much is the fee (and is it a flat fee or a percentage of the service).
4. The date the fee came into place.
5. Were any reviews requested, commenced or complemented into the benefits and drawbacks of attaching the fee to the service? If yes, please detail and provide a copy of the review.
6. What consultation was carried out before the fee was put into place?
7. How was the fee put into place (e.g. through legislation, regulation changes etc)?
8. What justification is there for the fee?

Answer:

1. No.
2. Not applicable.
3. Not applicable.
4. Not applicable.

5. Not applicable.
6. Not applicable.
7. Not applicable.
8. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Documents Provided to Minister

Senator: Senator Ludwig

Question reference number: 184

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

1. Excluding policy or correspondence briefs, how many documents are provided to the Minister's office on a regular and scheduled basis? Including documents that are not briefs to the minister and do not require ministerial signature.
2. List those documents, their schedule and their purpose (broken down by ministerial signature and office for noting documents)
3. How are they transmitted to the office?
4. What mode of delivery is used (hardcopy, email) for those documents?
5. What level officer are they provided to in the minister's office?

Answer:

1. None.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Merchandise or Promotional Material

Senator: Senator Ludwig

Question reference number: 185

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department purchased any merchandise or promotional material?
2. List by item, and purpose for each item, including if the material is for a specific policy or program or for a generic purpose (note that purpose)
3. List the cost for each item
4. List the quantity of each item
5. Who suggested these material be created?
6. Who approved its creation?
7. Provide copies of authorisation
8. When was the Minister informed of the material being created?
9. Who created the material?
10. How was that person selected?
11. How many individuals or groups were considered in selecting who to create the material?

Answer:

1. Yes.
2. See table.
3. See table.

4. See table.
5. See table.
6. See table.
7. Attached.
8. Not applicable.
9. See table.
10. See table.
11. See table.

| Item | Purpose | Cost | Quantity | Area | Approval | Created By | Procurement Method | Selection Members |
|---------------|---------------------------------|-------------|-----------------|-----------------|-----------------|-------------------|---|--------------------------|
| Banner Bugs | Updated logo for each office | \$3,003.35 | 6 | Corporate | COO | eXhibition centre | Value for money quote | Two |
| Lectern Signs | Updated logo for each office | \$575.29 | 6 | Corporate | COO | eXhibition centre | Value for money quote | Two |
| Magnets | To promote 'Having A Say' forum | \$169.48 | 2000 | Social Services | COO & SAO | Vistaprint | Comparison of the costs and shipping timeframes of two online companies | Two |

SAO = Senior Assistant Ombudsman

COO = Chief Operating Officer

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Domain Usage

Senator: Senator Ludwig

Question reference number: 186

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Please provide a breakdown of the domain usage for the 50 most utilised (by data sent and received), unique (internet) domains accessed by the minister's office. Please provide:
 1. Domain name of the website being accessed (or IP address if the Domain is unavailable in the tracking system).
 2. Amount of data downloaded and uploaded to the site.
 3. Number of times the site was accessed.

Answer:

Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Ministerial Website

Senator: Senator Ludwig

Question reference number: 187

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How much has been spent on the Minister's website?
 1. List each item of expenditure and cost
2. Who is responsible for uploading information to the Minister's website?
3. Have any departmental staff been required to work outside regular hours to maintain the Minister's website? Please detail.

Answer:

Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Report Printing

Senator: Senator Ludwig

Question reference number: 188

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Have any reports, budget papers, statements, white papers or report-like documents printed for or by the department been pulped, put in storage, shredded or disposed of?
2. If so please give details; name of report, number of copies, cost of printing, who order the disposal, reason for disposal.

Answer:

1. No.
2. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: FoI Requests

Senator: Senator Ludwig

Question reference number: 189

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How many requests for documents under the FOI Act have been received?
2. Of these, how many documents have been determined to be deliberative documents?
3. Of those assessed as deliberative documents:
 1. For how many has access to the document been refused on the basis that it would be contrary to the public interest?
 2. For how many has a redacted document been provided?

Answer:

1. Between 14 September 2015 and 8 February 2016, 36 requests were received including one on 14 September 2015.
2. None.
3. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Ministerial Motor Vehicle

Senator: Senator Ludwig

Question reference number: 190

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has the Minister been provided with or had access to a motor vehicle? If so:
 1. What is the make and model?
 2. How much did it cost?
 3. When was it provided?
 4. Was the entire cost met by the department? If not, how was the cost met?
 5. What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel.
 6. Are these costs met by the department? If not, how are these costs met?
 7. Please provide a copy of the guidelines that determine if a minister is entitled to a motor vehicle.
 8. Have these guidelines changed during the specified period of time? If so, please detail.
 9. Please provide a copy of the guidelines that determine how a minister is to use a motor vehicle they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses.
 10. Have these guidelines changed during the specified period of time? If so, please detail.

Answer:

Not applicable

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Ministerial Staff Vehicles (non-MoPS)

Senator: Senator Ludwig

Question reference number: 191

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Outside of MoPS Act entitlements, have any of the Minister's staff been provided with a motor vehicle? If so:
 1. What is the make and model?
 2. How much did it cost?
 3. When was it provided?
 4. Was the entire cost met by the department? If not, how was the cost met?
 5. What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel.
 6. Are these costs met by the department? If not, how are these costs met?
 7. Please provide a copy of the guidelines that determine this entitlement to a motor vehicle.
 8. Have these guidelines changed during the specified period? If so, please detail.
 9. Please provide a copy of the guidelines that determine how a motor vehicle is to be used that they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses.
 10. Have these guidelines changed during the specified period? If so, please detail.

Answer:

Not applicable

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Lobbyist Register Meetings

Senator: Senator Ludwig

Question reference number: 192

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. List all interactions between the department/agency with any representative listed on the [lobbyist register](#)
2. List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting
3. List all interactions between the Minister/Parliamentary Secretary and/or their offices with any representative listed on the lobbyist register during the specified period. List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting.

Answer:

1. From 14 September 2015 through to 8 February 2016, the Office of the Commonwealth Ombudsman has not knowingly had any interactions with any representative listed on the lobbyist register, in their capacity as a lobbyist.
2. Not applicable.
3. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Workplace Assessments

Senator: Senator Ludwig

Question reference number: 193

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How much has been spent on workplace ergonomic assessments?
 1. List each item of expenditure and cost
2. Have any assessments, not related to an existing disability, resulted in changes to workplace equipment or set up?
3. If so, list each item of expenditure and cost related to those changes.

Answer:

1. From 14 September 2015 to 31 January 2016 \$679.25 has been spent on workplace ergonomic assessments.
 1. Ergonomic workstation assessment: \$261.25
Ergonomic workstation assessment: \$418
2. No.
3. Not applicable.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Freedom of Information - Stats

Senator: Senator Ludwig

Question reference number: 194

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How many FOI requests were received to date.
2. How many of those requests were finalised within the regular timeframes provided under the FOI Act?
3. How many of those requests were granted an extension of time under s 15AA of the FOI Act?
4. How many of those requests were granted an extension of time under s 15AB of the FOI Act?
5. How many of those requests were finalised out of time?

Answer:

1. Between 14 September 2015 and 8 February 2016, 36 requests were received including one on 14 September 2015.
2. A decision in response to 33 of the requests was provided within the timeframe allowed under the FOI Act. As at 8 February 2016, the statutory timeframe for providing a decision had not yet expired in relation to the three remaining requests.
3. None.
4. None.
5. Of the 33 requests finalised between 14 September 2015 and 8 February 2016, none were finalised out of time.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Multiple Tenders

Senator: Senator Ludwig

Question reference number: 195

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. List any tenders that were re-issued or issued multiple times:
 1. Why were they re-issued or issued multiple times?
 2. Were any applicants received for the tenders before they were re-issued or repeatedly issued?
 3. Were those applicants asked to resubmit their tender proposal?

Answer:

1. Nil.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Market Research

Senator: Senator Ludwig

Question reference number: 196

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. List any market research conducted by the department/agency:
 1. List the total cost of this research
 2. List each item of expenditure and cost, broken down by division and program
 3. Who conducted the research?
 4. How were they identified?
 5. Where was the research conducted?
 6. In what way was the research conducted?
 7. Were focus groups, round tables or other forms of research tools used?
 8. How were participants for these focus groups et al selected?
 9. How was the firm or individual that conducted the review selected?
 10. What input did the Minister have?
 11. How was it approved?
 12. Were other firms or individuals considered? If yes, please detail.

Answer:

1. Nil.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Departmental Upgrades

Senator: Senator Ludwig

Question reference number: 197

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency engaged in any new refurbishments, upgrades or changes to their building or facilities?
 1. If so, list these
 2. If so, list the total cost for these changes
 3. If so, list the itemised cost for each item of expenditure
 4. If so, who conducted the works?
 5. If so, list the process for identifying who would conduct these works
 6. If so, when are the works expected to be completed?

Answer:

1. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Wine Coolers / Fridges

Senator: Senator Ludwig

Question reference number: 198

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency purchased or leased any new wine coolers, or wine fridges or other devices for the purpose of housing alcohol beverages, including Eskies?
 1. If so, list these
 2. If so, list the total cost for these items
 3. If so, list the itemised cost for each item of expenditure
 4. If so, where were these purchased
 5. If so, list the process for identifying how they would be purchased
 6. If so, what is the current location for these items?
 7. If so, what is the current stocking level for each of these items?

Answer:

1. No.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Office Recreation Facilities

Senator: Senator Ludwig

Question reference number: 200

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 1

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency purchased or leased or constructed any office recreation facilities, activities or games (including but not limited to pool tables, table tennis tables or others)?
 1. If so, list these
 2. If so, list the total cost for these items
 3. If so, list the itemised cost for each item of expenditure
 4. If so, where were these purchased
 5. If so, list the process for identifying how they would be purchased
 6. If so, what is the current location for these items?
 7. If so, what is the current usage for each of these items?

Answer:

1. No

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Building Lease Costs

Senator: Senator Ludwig

Question reference number: 201

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. What has been the total cost of building leases for the agency / department?
2. Please provide a detailed list of each building that is currently leased. Please detail by:
 1. Date the lease agreement is active from.
 2. Date the lease agreement ends.
 3. Is the lease expected to be renewed? If not, why not?
 4. Location of the building (City and state).
 5. Cost of the lease.
 6. Why the building is necessary for the operations of the agency / department.
3. Please provide a detailed list of each building that had a lease that was not renewed during the specified period. Please detail by:
 1. Date from which the lease agreement was active.
 2. Date the lease agreement ended.
 3. Why was the lease not renewed?
 4. Location of the building (City and state).
 5. Cost of the lease.
 6. Why the building was necessary for the operations of the agency / department.
4. Please provide a detailed list of each building that is expected to be leased in the next 12 months. Please detail by:

1. Date the lease agreement is expected to become active.
2. Date the lease agreement is expected to end.
3. Expected location of the building (City and state).
4. Expected cost of the lease.
 1. Has this cost been allocated into the budget?
5. Why the building is necessary for the operations of the agency / department.
5. For each building owned or leased by the department:
 1. What is the current occupancy rate for the building?
 2. If the rate is less than 100%, detail what the remaining being used for.

Answer:

1. \$823,839.13
- 2.

| Building | Lease start | Lease end | To be renewed? | Location | Cost of lease | Operational requirement |
|--------------------|-------------|------------|-------------------------|---------------|---------------|-------------------------|
| 477 Pitt St | 1/02/2011 | 21/01/2017 | no, using 580 George St | NSW Sydney | \$970,313 | No |
| 580 George St | 11/07/2010 | 31/01/2016 | yes | NSW Sydney | \$1,331,178 | Yes |
| 580 George St | 1/02/2016 | 31/01/2023 | yes | NSW Sydney | \$1,761,384 | Yes |
| 441 St Kilda Rd | 10/11/2013 | 9/11/2016 | yes | VIC Melbourne | \$337,564 | Yes |
| 53 Albert St | 13/02/2009 | 12/02/2016 | yes | QLD Brisbane | \$789,043 | Yes |
| 22 King William St | 29/05/2012 | 31/05/2019 | yes | SA Adelaide | \$713,223 | Yes |
| 14 Childers St | 1/02/2009 | 30/11/2024 | yes | ACT Canberra | \$16,048,843 | Yes |

3. Nil
- 4.

| Building | Lease start | Lease end | Location | Expected cost | Allocated in budget? | operational requirement |
|--------------|-------------|------------|---------------|---------------|----------------------|-------------------------|
| TBD | 10/11/2016 | 9/11/2019 | VIC Melbourne | | Yes | Yes |
| 53 Albert St | 13/02/2016 | 12/02/2021 | QLD Brisbane | \$906,750 | Yes | Yes |

5.

| Building | Occupancy end Jan 16 | If less than 100% detail use |
|--------------------|----------------------|------------------------------|
| 477 Pitt St | 0% | nil |
| 580 George St | 100% | nil |
| 441 St Kilda Rd | 100% | nil |
| 53 Albert St | 100% | nil |
| 22 King William St | 100% | nil |
| 14 Childers St | 77% | nil |

Senate Finance and Public Administration Legislation Committee
ANSWERS TO WRITTEN QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – FEBRUARY 2016

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Commonwealth Ombudsman

Outcome/Program:

Outcome 1. Fair and accountable administrative action by Australian Government entities and prescribed private sector organisations, by investigating complaints, reviewing administrative action and statutory compliance inspections and reporting.

Topic: Government Advertising / Marketing

Senator: Senator Ludwig

Question reference number: 202

Type of question: Written

Date set by the Committee for the return of answer: 1 April 2016

Number of pages: 2

Question:

Senator LUDWIG:

Since the change of Prime Minister on 14 September, 2015:

1. How much has been spent by the department / agency on marketing?
 1. List the total cost
 2. List each item of expenditure and cost
 3. List the approving officer for each item.
 4. Detail the ministerial or ministerial staff involvement in the commissioning process.
 5. Which firm provided the marketing?
2. How much has been spent by the department / agency on government advertising (including job ads)?
 1. List the total cost
 2. List each item of expenditure and cost
 3. Where the advertising appeared
 4. List the approving officer for each item.
 5. Detail the ministerial or ministerial staff involvement in the commissioning process.
 6. Detail the outlets that were paid for the advertising.
3. What government advertising is planned for the rest of the financial year?
 1. List the total expected cost.
 2. List each item of expenditure and cost.
 3. Where the advertising will appear

4. List the approving officer for each item.
5. Detail the ministerial or ministerial staff involvement in the commissioning process.
6. Detail the outlets that have been or will be paid for the advertising.
4. Provide copies of approvals for advertising, including but not limited to, approvals made by the Prime Minister or his delegate, the Minister or their delegate, or the Department or their delegate.

Answer:

1. Responses to 1, 2, 3 and 5 are provided in the table below:

| 2. Item | Purpose | 1. Cost | Quantity | Area | 3. Approval | 5. Firm |
|----------------|---------------------------------|----------------|-----------------|-----------------|--------------------|-------------------|
| Banner Bugs | Updated logo for each office | \$3,003.35 | 6 | Corporate | COO | eXhibition centre |
| Lectern Signs | Updated logo for each office | \$575.29 | 6 | Corporate | COO | eXhibition centre |
| Magnets | To promote 'Having A Say' forum | \$169.48 | 2000 | Social Services | COO & SAO | Vistaprint |

4. Not applicable.
2. From 14 September 2015 to 8 February 2016 the Office of the Commonwealth Ombudsman has had nil spending on government advertising.
3. The Office of the Commonwealth Ombudsman does not currently have any advertising planned for the remainder of the 2015-16 financial year.
4. Not applicable.