

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: Agency Response Timeframe

Senator: Senator Xenophon

Question reference number: 113

Type of question: Written

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

Number of pages: 1

Question:

Senator XENOPHON:

Which agency is the least timely respondent; are statistics kept on this and if so can the Ombudsman please provide details as to the 10 worst performers?

Answer:

Statistics are not kept as a matter of routine about the timeliness of agencies' responses, however, ongoing delays have been experienced in the past year in receiving responses from both the Department of Human Services and the Department of Immigration and Border Protection.