

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Commissioned Reports

**Senator:** Senator Ludwig

**Question reference number:** 067

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (1) How many Reports (including paid external advice) have been commissioned by the Minister, department or agency?
  - a. 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 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) From 1 June to 31 October 2014, no reports have been commissioned by the Office.
- (2) Not applicable.
- (3) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Statutory Review Provisions

**Senator:** Senator Ludwig

**Question reference number:** 068

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

- (1) Please list all current legislation, covered by the department's portfolio, which contain a statutory review provision/s. For each, please provide:
- a. What work has been done towards preparing for the review? If none, why not?
  - b. Please provide a schedule or a workplan for the review
  - c. When did/will this work begin?
  - d. When is/was the review due to commence.
  - e. What is the expected report date.
  - f. Who is the minister responsible for the review
  - g. What department is responsible for the review
  - h. List the specific clauses or legislation under review caused by the statutory provision.
  - i. List the terms of reference.
  - j. What is the scope of the review.
  - k. Who is conducting the review. How were they selected? What are the legislated obligation for the selection of the person to conduct the review?
  - l. What is the budgeted, projected or expected costs of the review?
  - m. When was the Minister briefed on this matter?
  - n. What decision points are upcoming for the minister on this matter?
  - o. List the number of officers, and their classification level, involved in conducting the review
  - p. Will the report will be tabled in parliament or made public. If so, when??

**Answer:**

- (1) (a) to (p) The Office does not administer any legislation.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Self-Initiated Work

**Senator:** Senator Ludwig

**Question reference number:** 069

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

- (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:
  - a. When did the project commence?
  - b. When is it expected to conclude?
  - c. What will the total cost of the project be?
  - d. Where did the money for the project come from?
  - e. Where is the project based?

**Answer:**

(1) No.

(2) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
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Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Graduate Intake

**Senator:** Senator Ludwig

**Question reference number:** 070

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

- (1) What was the graduate intake for 2012-2013?
- (2) What was the graduate intake for 2013-2014?
- (3) What is the graduate intake for 2014-2015?
- (4) What will be the graduate intake for 2015-2016?

**Answer:**

- (1) Nil.
- (2) Nil.
- (3) Nil.
- (4) Nil.

**Senate Finance and Public Administration Legislation Committee**  
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**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** G20 – Expenses

**Senator:** Senator Ludwig

**Question reference number:** 071

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Please provide an itemised table of all expenses incurred by the department since 7 September 2013 associated with official G20 and related working group, taskforce, roundtable, Sherpa meetings, workshop and study groups) events, including but not limited to hospitality, accommodation, transport, recreation, merchandise, meals/drinks, catering, security.

(1) For each item, please provide:

- a. The name of the event/meeting that the expense related to.
- b. The location of the event.
- c. The date of the event.
- d. The name and ABN of the service provider.
- e. Advise whether the contract was awarded through an open tender process.
- f. The total value of the contract/invoice.
- g. The date the contract was executed by the Department.
- h. The number of attendees at the event, if applicable.
- i. Advise whether an Australian Government Minister was in attendance. Please detail.
- j. Advise whether foreign delegates were in attendance. Please detail.
- k. Advise whether the contract/expenditure was approved by the Prime Minister's Office, and if so the date that approval was sought and granted?

**Answer:**

(1) Not applicable.

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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** G20 – Brisbane

**Senator:** Senator Ludwig

**Question reference number:** 072

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (1) Which ministers from the portfolio attended the G20 conference in Brisbane? For each attending minister, please answer the following.
- (2) How long will the minister be in Brisbane for?
- (3) Please provide a copy of the minister's program and a list of any meetings that are scheduled.
- (4) Did the minister requested any briefing material from the department in relation to the G20? Please provide a list of the briefing titles.
- (5) How many ministerial staff will attended with the minister?
- (6) How many departmental staff attended the G20?
- (7) For each minister and staff member attending, how much was spent on airfares to and from Brisbane?
- (8) For each minister and staff member attending, how much was spent on accommodation in Brisbane?
- (9) For each minister and staff member attending, how much was spent on other associated expenses? Please detail.

- (10) Has the department purchased any merchandise or promotional material for the G20?  
Please detail.
- (11) Will the department be preparing a report following the G20? If yes:
- a. What will be the scope of the report?
  - b. When will it be complete?
  - c. Will it be available to the public?

**Answer:**

- (1) Not applicable.
- (2) Not applicable.
- (3) Not applicable.
- (4) Not applicable.
- (5) Not applicable.
- (6) Not applicable.
- (7) Not applicable.
- (8) Not applicable.
- (9) Not applicable.
- (10) Not applicable.
- (11) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Procedure Manuals (Ministerial)

**Senator:** Senator Ludwig

**Question reference number:** 073

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

- (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.
- (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 QUESTIONS ON NOTICE**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Procedure Manuals (Departmental)

**Senator:** Senator Ludwig

**Question reference number:** 074

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (1) Does the department have a procedure manual for communication between the department and the minister? If yes, please provide a copy.
- (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) As a matter of practice, Office communications to the minister or the minister's office are cleared by the Ombudsman or the Deputy Ombudsman.

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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Domain Usage

**Senator:** Senator Ludwig

**Question reference number:** 075

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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:
  - a. Domain name of the website being accessed (or IP address if the Domain is unavailable in the tracking system).
  - b. Amount of data downloaded and uploaded to the site.
  - c. Number of times the site was accessed?

**Answer:**

- (1) 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 agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Reviews

**Senator:** Senator Ludwig

**Question reference number:** 076

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 3

**Question:**

Since Budget Estimates in June 2014:

- (1) How many new reviews (defined as review, inter-departmental group, inquiry, internal review or similar activity) have been commenced? Please list them including:
  - a. the date they were ordered
  - b. the date they commenced
  - c. the minister responsible
  - d. the department responsible
  - e. the nature of the review
  - f. their terms of reference
  - g. the scope of the review
  - h. whom is conducting the review
  - i. the number of officers, and their classification level, involved in conducting the review
  - j. the expected report date
  - k. the budgeted, projected or expected costs
  - l. if the report will be tabled in parliament or made public?
- (2) For any review commenced or ordered since Budget Estimates in June 2014, have any external people, companies or contractors being engaged to assist or conduct the review?
  - a. If so, please list them, including their name and/or trading name/s and any known alias or other trading names
  - b. If so, please list their managing director and the board of directors or equivalent
  - c. If yes, for each what are the costs associated with their involvement, broken down to each cost item

- d. If yes, for each, what is the nature of their involvement
  - e. If yes, for each, are they on the lobbyist register, provide details.
  - f. If yes, for each, what contact has the Minister or their office had with them
  - g. If yes, for each, who selected them
  - h. If yes, for each, did the minister or their office have any involvement in selecting them,
    - i. If yes, please detail what involvement it was
    - ii. If yes, did they see or provided input to a short list
    - iii. If yes, on what dates did this involvement occur
    - iv. If yes, did this involve any verbal discussions with the department
    - v. If yes, on what dates did this involvement occur
- (3) Which reviews are on-going?
- a. Please list them.
  - b. 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?
- a. When will each planned review be commenced?
  - b. When will each of these reviews be concluded?
  - c. When will government respond to each review?
  - d. Will the government release each review?
  - e. If so, when? If not, why not?

**Answer:**

- (1) From 1 June to 31 October 2014, the Office has not conducted any new Reviews.
- (2) Not applicable.
- (3) Not applicable.
- (4) Not applicable.
- (5) Not applicable.
- (6) Nil.
- (7) Not applicable.

(8) Nil.

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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Sunset Provisions

**Senator:** Senator Ludwig

**Question reference number:** 077

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (1) Please list all current legislation, covered by the department's portfolio, which contain a sunset provision/s. For each, please provide:
- a. What work has been done towards preparing for the activation of sunset provisions? If no work has commenced, why not?
  - b. Has any consideration been given to delaying or alerting the sunset provisions?
  - c. Please provide a schedule or a workplan for the sunset provisions becoming active.
  - d. When did/will this work begin?
  - e. When is/was the review due to commence.
  - f. What is the expected report date.
  - g. Who is the minister responsible for the review
  - h. What department is responsible for the review
  - i. List the specific clauses or legislation under review caused by the statutory provision.
  - j. List the terms of reference.
  - k. What is the scope of the review.
  - l. Who is conducting the review. How were they selected? What are the legislated obligation for the selection of the person to conduct the review?
  - m. What is the budgeted, projected or expected costs of the review?
  - n. When was the Minister briefed on this matter?
  - o. What decision points are upcoming for the minister on this matter?
  - p. List the number of officers, and their classification level, involved in conducting the review
  - q. Will the report will be tabled in parliament or made public. If so, when?

**Answer:**

(1) (a) to (q) The Office does not administer any legislation.



**Senate Finance and Public Administration Legislation Committee**  
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**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Wine Coolers/Fridges

**Senator:** Senator Ludwig

**Question reference number:** 078

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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?
  - a. If so, list these
  - b. If so, list the total cost for these items
  - c. If so, list the itemised cost for each item of expenditure
  - d. If so, where were these purchased
  - e. If so, list the process for identifying how they would be purchased
  - f. If so, what is the current location for these items?
  - g. If so, what is the current stocking level for each of these items?

**Answer:**

- (1) From 1 June to 31 October 2014, the Office has not purchased or leased any new wine coolers, or wine fridges or other devices for the purpose of housing alcohol beverages, including Eskies.

**Senate Finance and Public Administration Legislation Committee**  
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Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** FOI Requests

**Senator:** Senator Ludwig

**Question reference number:** 079

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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:
  - a. For how many has access to the document been refused on the basis that it would be contrary to the public interest?
  - b. For how many has a redacted document been provided?

**Answer:**

- (1) Between 1 June and 31 October 2014, nineteen (19) valid requests for documents under the FOI Act were received.
- (2) One.
- (3) (a) Access to the document was not refused. It was exempted in part.  
(b) One.

**Senate Finance and Public Administration Legislation Committee**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Building Lease Costs

**Senator:** Senator Ludwig

**Question reference number:** 083

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 3

**Question:**

Since Budget Estimates in June 2014:

- (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:
  - a. Date the lease agreement is active from.
  - b. Date the lease agreement ends.
  - c. Is the lease expected to be renewed? If not, why not?
  - d. Location of the building (City and state).
  - e. Cost of the lease.
  - f. 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:
  - a. Date from which the lease agreement was active.
  - b. Date the lease agreement ended.
  - c. Why was the lease not renewed?
  - d. Location of the building (City and state).
  - e. Cost of the lease.
  - f. 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:
  - a. Date the lease agreement is expected to become active.
  - b. Date the lease agreement is expected to end.

- c. Expected location of the building (City and state).
  - d. Expected cost of the lease.
    - i. Has this cost been allocated into the budget?
  - e. Why the building is necessary for the operations of the agency/department.
- (5) For each building owned or leased by the department:
- a. What is the current occupancy rate for the building?
  - b. If the rate is less than 100%, detail what the remaining being used for.

**Answer:**

- (1) From 1 June to 31 October 2014, the total lease expenses (rent and outgoings) for the Office was \$716,979.85.
- (2) A detailed list of each office premises that is currently leased by the Office is provided below:

Date Active	Date End	Location	Average Annual Cost
01/12/2009	30/11/2024	Canberra, ACT	\$1,069,923
01/02/2011	31/01/2017	Sydney, NSW	\$161,719
10/11/2008	30/11/2016	Melbourne, VIC	\$51,142
06/02/2009	04/02/2016	Brisbane, QLD	\$110,368
29/05/2012	28/05/2019	Adelaide, SA	\$101,889
02/03/2012	01/03/2015	Perth, WA	\$96,020

Accommodation will still be required in existing cities however the size and location of the accommodation will not be known until the Office approaches the market closer to the lease end dates.

All offices are required to ensure equitable access to the services offered by the Office.

Note the Office does not lease any buildings in their entirety.

- (3) The Office has not had any leases cease during the period specified.
- (4) The Office does not expect to lease any new buildings during the period specified.
- (5) The Office's leased office premises' occupancy rate expressed as a percentage is provided below:

Building Location	Occupancy Rate of Office Premises Leased
Adelaide	87.5%
Brisbane	84.6%
Melbourne	88.2%
Perth	100.0%
Sydney	38.9%

Canberra	75.2%
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The remaining space is office space, some of which is used for managing fluctuations in workforce and providing a degree of flexibility for recruiting staff Australia wide.

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Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Government Advertising

**Senator:** Senator Ludwig

**Question reference number:** 084

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (1) How much has been spent on government advertising (including job ads)?
  - a. List each item of expenditure and cost
  - b. List the approving officer for each item
  - c. Detail the outlets that were paid for the advertising
- (2) What government advertising is planned for the rest of the financial year?
  - a. List the total expected cost
  - b. List each item of expenditure and cost
  - c. List the approving officer for each item
  - d. Detail the outlets that have been or will be paid for the advertising

**Answer:**

- (1) From 1 June to 31 October 2014, the Office has had nil spending on government advertising (including job advertisements).
- (2) The Office has no planned government advertising for the rest of the financial year.

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Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Workplace Assessments

**Senator:** Senator Ludwig

**Question reference number:** 085

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (1) How much has been spent on workplace ergonomic assessments?
  - a. 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 1 June to 31 October 2014, the Office has spent \$2,415.23 on workplace ergonomic assessments.

<b>Ergonomic Assessments</b>	<b>Cost</b>
One (1) x work station assessment for return to work employee	\$501.75
One (1) x work station assessment for an existing disability	\$663.18
Five (5) x work station assessments for existing employees	\$1,251.30
<b>Total</b>	<b>\$2,415.23</b>

- (2) The workplace ergonomic assessments referred to above resulted in appropriate adjustments to existing chairs, desks and computer monitors being made and the purchase of ergonomic keyboards, mice and footrests.

- (3) From 1 June to 31 October 2014, the Office has spent \$1,152.75 on the purchase of ergonomic equipment as a result of workstation assessments that were not related to an existing disability.

<b>Ergonomic Equipment</b>	<b>Cost</b>
Four (4) x footrests	\$640.75
Two (2) x keyboards	\$270.00
One (1) x numeric pad	\$110.00
One (1) x mouse	\$132.00
<b>Total</b>	<b>\$1,152.75</b>



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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Multiple Tenders

**Senator:** Senator Ludwig

**Question reference number:** 088

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

(1) List any tenders that were re-issued or issued multiple times:

- a. Why were they re-issued or issued multiple times?
- b. Were any applicants received for the tenders before they were re-issued or repeatedly issued?
- c. Were those applicants asked to resubmit their tender proposal?

**Answer:**

(1) From 1 June to 31 October 2014, the Office did not re-issue or issue any tenders multiple times.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Enterprise Bargaining Agreements (EBAs)

**Senator:** Senator Ludwig

**Question reference number:** 089

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

- (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) The Office is currently covered by a single Enterprise Agreement: the *Office of the Commonwealth Ombudsman Enterprise Agreement 2011 – 2014*.
- (2) The Office's current Enterprise Agreement commenced on 27 July 2011. The nominal expiration date of the Enterprise Agreement was 30 June 2014.
- (3) A Notice of Employee Representation Rights was issued on 5 June 2014. Negotiations commenced on 23 July 2014.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Departmental Upgrades

**Senator:** Senator Ludwig

**Question reference number:** 090

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (1) Has the department/agency engaged in any new refurbishments, upgrades or changes to their building or facilities?
  - a. If so, list these
  - b. If so, list the total cost for these changes
  - c. If so, list the itemised cost for each item of expenditure
  - d. If so, who conducted the works?
  - e. If so, list the process for identifying who would conduct these works
  - f. If so, when are the works expected to be completed?

**Answer:**

- 1) From 1 June to 31 October 2014, the Office has engaged in one (1) new refurbishment, upgrade or change to its building or facilities. Detail is provided below:
  - a. The Adelaide office premises were refurbished to accommodate an increase in the number of officers located in that office.
  - b. The total cost for this refurbishment was \$29,928.
  - c. The cost breakdown is provided below:
    - i. Design, project management and contract administration services - \$1,000
    - ii. New workstations - \$23,968
    - iii. Electrical and data installation - \$4,960

- d. The work was undertaken by the following suppliers:
  - i. Design, project management and contract administration services – IA Group
  - ii. New workstations – Zenith Interiors Pty Ltd
  - iii. Electrical and data installation – PJ Corporate Electrical Pty Ltd
- e. IA Group was selected as a project manager and sourced the suppliers for the additional work. IA Group was selected in accordance with the Commonwealth Procurement Framework.
- f. The refurbishment has been completed.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Non-Conventional Therapies

**Senator:** Senator Ludwig

**Question reference number:** 091

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since 7 September 2013:

- (1) Are non-conventional therapies, for staff or ministerial use, able to be provided by the department/agency? (Including, but not limited to: Music Therapy, Hypnosis, Acupuncture, Chiropractic, Homeopathy, Naturopathy, etc.) If yes:
  - a. What is the process by which these therapies can be approved?
  - b. Who are they available to?
  - c. Please detail the reasons the therapies able to be provided (e.g. Work Place Agreement, recommended by a report to the department, etc.)?
- (2) Has the department/agency paid for any non-conventional therapy for any Minister or staff? If yes:
  - a. What therapies have been provided?
  - b. What were they used to treat?
  - c. What was the cost of the therapy?

**Answer:**

(1) No.

(2) No.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Office Plants

**Senator:** Senator Ludwig

**Question reference number:** 092

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (1) Has the department/agency purchased or leased any new office plants?
  - a. If so, list these
  - b. If so, list the total cost for these items
  - c. If so, list the itemised cost for each item of expenditure
  - d. If so, where were these purchased
  - e. If so, list the process for identifying how they would be purchased
  - f. If so, what is the current location for these items?

**Answer:**

- (1) From 1 June to 31 October 2014, the Office has not purchased or leased any new office plants.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Office Recreation Facilities

**Senator:** Senator Ludwig

**Question reference number:** 093

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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)?
  - a. If so, list these
  - b. If so, list the total cost for these items
  - c. If so, list the itemised cost for each item of expenditure
  - d. If so, where were these purchased
  - e. If so, list the process for identifying how they would be purchased
  - f. If so, what is the current location for these items?
  - g. If so, what is the current usage for each of these items?

**Answer:**

- (1) From 1 June to 31 October 2014, the Office has not purchased, leased or constructed any office recreation facilities, activities or games.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Vending Machines

**Senator:** Senator Ludwig

**Question reference number:** 094

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (1) Has the department/agency purchased or leased or taken under contract any vending machine facilities?
  - a. If so, list these.
  - b. If so, list the total cost for these items.
  - c. If so, list the itemised cost for each item of expenditure.
  - d. If so, where were these purchased.
  - e. If so, list the process for identifying how they would be purchased.
  - f. If so, what is the current location for these items?
  - g. If so, what is the current usage for each of these items?

**Answer:**

- (1) The Office has not purchased, leased or taken under contract any vending machine facilities for staff usage between 1 June to 31 October 2014.



**Senate Finance and Public Administration Legislation Committee**  
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**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Legal Costs

**Senator:** Senator Ludwig

**Question reference number:** 095

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (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 total external legal costs incurred by the Office for the period 1 June to 31 October 2014 was \$851.00.
- (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 are provided rather than a list of each service and costs.

(3) Nil

(4) The Office procures legal advice in accordance with the *Legal Services Directions 2005* and the Legal Services Multi-use List as administered by the Attorney-General's Department.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Provision of Equipment – Departmental

**Senator:** Senator Ludwig

**Question reference number:** 096

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (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:
- What has been provided?
  - The purchase cost.
  - The ongoing cost.
  - 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.).
  - A breakdown of what staff and staff classification receives each item.

**Answer:**

- (1) The Office provides the following electronic equipment to staff:

<b>Asset Type</b>	<b>Assignees</b>	<b>Purchase Price per Unit</b>	<b>Approx. Ongoing Monthly Cost Per Unit</b>	<b>Accessories provided</b>
3G Dongle	<ul style="list-style-type: none"><li>Deputy Ombudsman</li></ul>	\$0	\$35	Nil

<b>Asset Type</b>	<b>Assignees</b>	<b>Purchase Price per Unit</b>	<b>Approx. Ongoing Monthly Cost Per Unit</b>	<b>Accessories provided</b>
Laptop	<ul style="list-style-type: none"> <li>Deputy Ombudsman</li> <li>Senior Assistant Ombudsman (SES1)</li> <li>Directors (EL2)</li> <li>Assistant Directors (EL1)</li> <li>Senior Network Administrator (EL1)</li> <li>Senior Investigation Officer (EL1)</li> <li>Investigation Officer (APS 5-6)</li> </ul>	\$1,009	\$0	Carry bag (Included in purchase price)
Blackberry	<ul style="list-style-type: none"> <li>Ombudsman</li> <li>Deputy Ombudsman</li> <li>Senior Assistant Ombudsman (SES1)</li> <li>Directors (EL2)</li> <li>Senior Investigation Officer (EL1)</li> </ul>	\$743 - \$765	\$77	Nil
Mobile Phone	<ul style="list-style-type: none"> <li>Senior Network Administrator (EL1)</li> <li>Assistant Directors (EL1)</li> <li>Senior Investigation Officer (EL1)</li> <li>Investigation Officer (APS 5-6)</li> </ul>	\$0	\$21	Nil
USB Drive	<ul style="list-style-type: none"> <li>Deputy Ombudsman</li> <li>Senior Assistant Ombudsman (SES1)</li> <li>Directors (EL2)</li> <li>Assistant Directors (EL1)</li> <li>Senior Network Administrator (EL1)</li> <li>Senior Investigation Officer (EL1)</li> <li>Investigation Officer (APS 5-6)</li> </ul>	\$5	\$0	Nil
Digital Camera	<ul style="list-style-type: none"> <li>Senior Investigation Officer (EL1)</li> </ul>	\$318	\$0	Protective bag (Included in purchase price)

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Lobbyist Register Meetings

**Senator:** Senator Ludwig

**Question reference number:** 097

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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 1 June to 31 October 2014, the Office 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 QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2013-2014**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Appointments

**Senator:** Senator Ludwig

**Question reference number:** 098

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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) The Office does not have any boards.
- (2) Not applicable.
- (3) Not applicable.
- (4) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Staff Transfers

**Senator:** Senator Ludwig

**Question reference number:** 099

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 18

**Question:**

- (1) How many people does your department employ?
- (2) What is the number of staff employed in each state and Territory as at 30 June 2013, and what is their age, gender and classification level?
- (3) What is the number of staff currently employed in each state and territory, and what is their age, gender and classification level?
- (4) What functions have been transferred between transferred from one state or territory to another since the federal election in 2013?
- (5) Can you please provide details by function of the number of staff employed, the age, gender and classification of staff employed in the function that was transferred, where it was based prior to the transfer and where it was transferred to?
- (6) How many of these people are employed in Canberra?
- (7) How many people did your department employ in Canberra immediately prior to the 2013 federal election?
- (8) How many employees have been transferred out of Canberra since the 2013?
- (9) How many of your employees have been transferred to Canberra since the 2013 federal election?

- (10) For all employees transferred to or from Canberra since the 2013 federal election, please provide their age.
- (11) For all employees transferred to or from Canberra since the 2013 federal election, please provide their wage. Please provide the figure for before their transfer and after their transfer.
- (12) For all employees transferred to or from Canberra since the 2013 federal election, please provide their gender.
- (13) For all employees transferred to or from Canberra since the 2013 federal election, please provide the area of the department they worked in. Please provide this detail for before their transfer and after their transfer.
- (14) For all employees transferred to or from Canberra since the 2013 federal election, please provide a description of their position. Please provide this detail for before their transfer and after their transfer.
- (15) For every transferred employee please provide an explanation for their transfer?
- (16) For every transferred employee please provide any other cost incurred by the department because of that transfer?
- (17) Please provide all relevant dates.

#### Redundancies

- (18) How many positions have been made redundant in your department since the 2013 federal election?
  - a. How many of these positions were ongoing?
  - b. How many of these positions were non-ongoing?
  - c. How many of these positions were situated in the Australian Capital Territory?
- (19) How many of the employees filling these redundant positions were redeployed since the 2013 federal election?
  - a. How many of these employees were ongoing?
  - b. How many of these employees were non-ongoing?
  - c. How many of these employees were situated in the Australian Capital Territory?
- (20) How many of these employees were offered voluntary redundancies since the 2013 federal election?
  - a. How many of these employees were ongoing?
  - b. How many of these employees were non-ongoing?
  - c. How many of these employees were situated in the Australian Capital Territory?
- (21) How many accepted voluntary redundancies since the 2013 federal election?
  - a. How many of these employees were ongoing?
  - b. How many of these employees were non-ongoing?
  - c. How many of these employees were situated in the Australian Capital Territory?



- (22) How many employees were offered the choice between a voluntary redundancy and redeployment since the 2013 federal election?
- How many of these employees were ongoing?
  - How many of these employees were non-ongoing?
  - How many of these employees were situated in the Australian Capital Territory?
- (23) For all employees who accepted voluntary redundancies since the 2013 federal election please:
- Provide a dollar figure of their pay out, their age, gender and a description of their position including APS level, contract type (non-ongoing versus ongoing), responsibilities and where they were located.
  - Please specify what component of that figure was paid out entitlements (annual leave etc.).
  - Please specify any other costs incurred by the department because of this redundancy.
  - Please provide the reason a voluntary redundancy was offered for their position.
  - Please provide all relevant dates.
- (24) For all employees who were redeployed please provide:
- Their age, gender and a description of their position prior to and after redeployment, including the wages of these positions, the APS level of these positions, the contract type (non-ongoing versus ongoing) and where they were located.
  - Please specify any other costs incurred by the department because of this redeployment.
  - Please provide the reason for that redeployment.
  - Please provide all relevant dates.
- (25) Since the 2013 federal election, how many employees in your department have been made forcibly redundant?
- How many of these employees were ongoing?
  - How many of these employees were non-ongoing?
  - How many of these employees were situated in the Australian Capital Territory?
- (26) How many of these employees were offered voluntary redundancies or redeployments prior to being made forcibly redundant?
- How many of these employees were ongoing?
  - How many of these employees were non-ongoing?
  - How many of these employees were situated in the Australian Capital Territory?
- (27) For employees who were made forcibly redundant since the 2013 federal election please provide:
- Their age, gender, the dollar figure of their pay out and a description of their position including APS level, contract type (non-ongoing versus ongoing) responsibilities and where they were located.
  - Please specify what component of that figure was paid out entitlements (annual leave etc.).
  - Please specify any other costs incurred by the department because of this redundancy.
  - Please provide the reason for that redundancy.

e. Please provide all relevant dates.

### Hiring

- (28) How many people are employed in your department on non-ongoing contracts?
- (29) 30. How many people are employed in your department on ongoing contracts?
- (30) How many non-ongoing contracts has your department extended since the 2013 federal election?
- (31) How many non-ongoing contract extensions did your department submit the Public Service Commission for approval?
- (32) How many of these extensions were approved by the Public Service Commission?
  - a. For every approved extension please provide the following details: the employee's age, gender, wage, APS level, a description of their job, their length of continuous employment by the APS, the length of approved extension, the reasons why the extensions was submitted and the reasons why the extension was approved by the Public Service Commission, as well as all relevant dates.
- (33) How many of these extensions were rejected by the Public Service Commission?
  - a. For every rejected extension please provide the following details: the employee's age, gender, wage, APS level, a description of their job, their length of continuous employment by the APS, the length of extension sought by the department, the reasons why the extensions was submitted and the reasons why the extension was rejected by the Public Service Commission, as well as all relevant dates.
- (34) How many non-ongoing contracts have been extended by your department without the Public Service Commission's approval?
  - a. For every unapproved extension please provide the following details: the employee's age, gender, wage, APS level, a description of their job, their length of continuous employment by the APS, the length of the unapproved extension, the reasons why the extension was granted, whether the extension was submitted to the Public Service Commission for approval, and the reasons why the extension was granted without the approval of the Public Service Commission, as well as all relevant dates.
- (35) How many non-ongoing contracts have expired without extension since the 2013 federal election?
  - a. For every expired non-ongoing contract please provide the following details: the employee's age, gender, wage, APS level, a description of their job, their length of continuous employment by the APS, the reason why an extension was not sought, as well as all relevant dates.
- (36) How many new employees have been engaged by your department on non-ongoing contracts since the 2013 federal election?
- (37) How many new non-ongoing engagements were submitted to the Public Service Commission for approval since the 2014 federal election?

- (38) How many of these new non-ongoing engagements were approved by the Public Service Commission?
- a. For every approved new engagement of a non-ongoing employee please provide the following details: the employee's age, gender, wage, APS level, a description of their job, the length of their non-ongoing contract, whether this position was advertised externally, the reason for engaging this new employee and the reason given by the Public Service Commission for approving this engagement, as well as all relevant dates relating to this application.
- (39) How many of these new non-ongoing employee applications were rejected by the Public Service Commission?
- a. For every new non-ongoing engagement rejected by the Public Service Commission please provide the following details: APS level, a description of their job, the length of their non-ongoing contract, the reason for engaging the new employee and the reason given by the Public Service Commission for rejecting this engagement, as well as all relevant dates relating to this application.
- (40) How many new employees have been engaged on non-ongoing contracts without the approval of the Public Service Commission?
- a. For every non-ongoing employee engaged without the Public Service Commission's approval please provide the following details: the employee's age, gender, wage, APS level, a description of their job, the length of their non-ongoing contract, whether this position was advertised externally, the reason for engaging this new employee and the reason for engaging this employee without the Public Service Commission's approval, as well as all relevant dates.
- (41) How many new employees have been engaged by your department on ongoing contracts since the 2013 federal election?
- (42) How many new ongoing engagements were submitted to the Public Service Commission for approval since the 2013 federal election?
- (43) How many of these new ongoing engagements were approved by the Public Service Commission?
- a. For every approved new engagement of a ongoing employee please provide the following details: the employee's age, gender, wage, APS level, a description of their job, the length of their ongoing contract, whether this position was advertised externally, the reason for engaging this new employee and the reason given by the Public Service Commission for approving this engagement, as well as all relevant dates relating to this application.
- (44) How many of these new ongoing employee applications were rejected by the Public Service Commission?
- a. For every new ongoing engagement rejected by the Public Service Commission please provide the following details: APS level, a description of their job, the length of their ongoing contract, the reason for engaging the new employee and the reason given by the Public Service Commission for rejecting this engagement, as well as all relevant dates relating to this application.

- (45) How many new employees have been engaged on ongoing contracts without the approval of the Public Service Commission?
- For every ongoing employee engaged without the Public Service Commission's approval please provide the following details: the employee's age, gender, wage, APS level, a description of their job, the length of their ongoing contract, whether this position was advertised externally, the reason for engaging this new employee and the reason for engaging this employee without the Public Service Commission's approval, as well as all relevant dates.

**Answer:**

- As at 31 October 2014, the Office employed 143 people (excluding the two statutory office holders). This includes staff on long term leave etc.
- The number of staff employed in each state and territory, by classification, as at 30 June 2013 is provided in Table 1. The breakdown by age and gender is provided in Table 2.

Table 1:

Classification	LOCATION						Total
	ACT	NSW	VIC	SA	WA	QLD	
APS Level 3	3	1	3	4	0	0	11
APS Level 4	19	0	4	1	1	1	26
APS Level 5	10	3	1	2	2	2	20
APS Level 6	22	2	2	1	1	3	31
Executive Level 1	34	2	3	1	0	2	42
Executive Level 2	16	2	2	2	0	1	23
Senior Executive Band 1	5	0	0	0	0	0	5
<b>TOTALS</b>	<b>109</b>	<b>10</b>	<b>15</b>	<b>11</b>	<b>4</b>	<b>9</b>	<b>158</b>

Table 2:

Age	Male	Female	Total
20-29	8	18	26
30-39	17	37	54
40-49	14	21	35
50-59	14	19	33
60+	5	5	10
<b>TOTALS</b>	<b>58</b>	<b>100</b>	<b>158</b>

- The number of staff employed in each state and territory, by classification, as at 31 October 2014 is provided in Table 1. The breakdown by age and gender is provided in Table 2.

Table 1:

Classification	LOCATION						Total
	ACT	NSW	VIC	SA	WA	QLD	
APS Level 3	1	1	1	4	0	0	7
APS Level 4	20	0	2	4	0	0	26
APS Level 5	6	3	5	2	2	4	22
APS Level 6	19	1	1	1	2	3	27
Executive Level 1	27	1	5	2	0	5	40
Executive Level 2	12	1	1	1	0	1	16
Senior Executive Band 1	5	0	0	0	0	0	5
<b>TOTALS</b>	<b>90</b>	<b>7</b>	<b>15</b>	<b>14</b>	<b>4</b>	<b>13</b>	<b>143</b>

Table 2:

Age	Male	Female	Total
20-29	6	15	21
30-39	12	35	47
40-49	11	19	30
50-59	17	17	34
60+	5	6	11
<b>TOTALS</b>	<b>51</b>	<b>92</b>	<b>143</b>

- (4) No functions within the Office have been transferred from one state or territory to another since the federal election in 2013.
- (5) Not applicable
- (6) Not applicable
- (7) The level of detail for 6 September 2013 is not available and therefore figures as at 31 August 2013 are provided. The number of staff employed in Canberra as at 31 August 2013 was 109.
- (8) One employee has transferred out of Canberra since the 2013 federal election. The transfer was at the employee's request and did not involve any cost to the Australian Government.
- (9) No employees have transferred to Canberra since the 2013 federal election.
- (10) The employee who transferred out of Canberra is 54 years of age.
- (11) The employee who transferred out of Canberra receives a salary of \$103,702 per annum.
- (12) The employee who transferred out of Canberra is female.

- (13) The employee who transferred out of Canberra works in the Corporate Strategy and Communications Branch in the same role occupied before the transfer out of Canberra.
- (14) The employee works in a Communications Team role.
- (15) The transfer was at the request of the employee for personal reasons.
- (16) No costs were incurred with the employee's transfer.
- (17) The employee transferred on 19 February 2014.

#### Redundancies

- (18) From 7 September 2013 to 31 October 2014, the Office made six positions redundant.
  - a. Six
  - b. Not applicable
  - c. Six
- (19) No employees were redeployed.
- (20) Six employees were offered a voluntary redundancy.
  - a. Six
  - b. Not applicable
  - c. Six
- (21) Five employees accepted offers of voluntary redundancy.
  - a. Five
  - b. Not applicable
  - c. Five
- (22) Six employees were offered the choice between voluntary redundancy and redeployment
  - a. Six
  - b. Not applicable
  - c. Six
- (23) a. Given the Office is a very small organisation with a low number of employees and the fact that only five employees accepted a voluntary redundancy, disclosure of the dollar figure for their payout would be an unreasonable disclosure of personal information. The other details are included in the following table:

	VR 1	VR 2	VR 3	VR 4	VR 5
Age	53	53	35	47	58
Gender	Female	Male	Female	Male	Male
APS level	EL2	EL2	APS6	EL2	EL1
Contract type	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing

	VR 1	VR 2	VR 3	VR 4	VR 5
Responsibilities	N/A	N/A	Investigations Officer	Project Work	Investigations Officer
Location	Canberra	Canberra	Canberra	Canberra	Canberra
Termination date	21/5/14	2/7/14	27/8/14	29/8/14	8/10/14
Reasons for VR	Employees returned from long term temporary transfer with another agency and no position was available in which to place the them.		The employees were deemed to be excess as a result of their positions being abolished as part of a restructure.		

- b. Given the Office is a very small organisation with a low number of employees and the fact that only five employees accepted a voluntary redundancy, disclosure of the dollar figure for their payout would be an unreasonable disclosure of personal information.
- c. No other costs were incurred by the Office because of the redundancies.
- d. See table above.
- e. See table above.

(24) Not applicable

(25) Nil

(26) Not applicable

(27) Not applicable

#### Hiring

(28) As at 31 October 2014 the Office had 11 employees on non-ongoing contracts.

(29) As at 31 October 2014 the Office had 134 ongoing employees.

(30) From 7 September 2013 to 31 October 2014 the Office has extended nine non-ongoing contracts.

(31) The Office was not required to submit any non-ongoing contract extensions to the Public Service Commission for approval.

(32) Not applicable

(33) Not applicable

(34) From 7 September 2013 to 31 October 2014 the Office has extended nine non-ongoing contracts without requiring APSC approval.

- a. The nine extensions were not submitted to or approved by the APSC as there is no requirement to seek APSC approval for the extension of contracts for non-ongoing employees in these circumstances.

Extensions 1 to 8 were for employees employed in the Public Contact Teams (PCT) as Public Contact Officers. All of these extensions were granted as there was a continuing need to fill the roles.

	Extension Number							
	1	2	3	4	5	6	7	8
Age	24	25	23	23	24	31	31	22
Gender	F	F	F	F	F	F	F	M
Job description	Refer above							
Wage	\$55,796	\$55,796	\$62,186	\$55,796	\$62,186	\$55,796	\$60,222	\$55,796
APS level	APS 3	APS 3	APS 4	APS 3	APS 4	APS 3	APS3	APS3
Location	ACT	SA	ACT	SA	ACT	SA	SA	SA
Continuously employed	28/10/13	28/10/13	19/11/13	25/11/13	3/2/14	1/5/13	1/5/13	27/3/14
Length of extension	5 mths	5 mths	6 mths	6 mths	2 mths	6 mths	7 mths	7 mths
Reasons for extension	Refer above							
Submitted to APSC?	No - Refer above							
Reasons why extension was granted without APSC approval	Refer above							
Other relevant dates	ceased 4/9/14	contract ended 27/10/14	current contract ends 18/11/14	current contract ends 24/11/14	contract ended 30/6/14	last contract ended 30/4/14	current contract ends 27/2/15	current contract ends 27/2/15

	Extension Number					
	9					
Age	23					
Gender	F					
Job description	Report Drafter - analyse and assess information provided by the Department of Immigration and Border Protection on long-term immigration detainees and draft appropriate reports.					
Wage	\$62,186					
APS level	APS 4					
location	ACT					
Continuously employed	4/11/13					
Length of extension	7 months					
Reasons for extension	Operational requirement					



Submitted to APSC?	No - Refer above
Reasons why extension was granted without APSC approval	Refer above
Relevant dates	Current contract ends 3/11/14

(35) From 7 September 2013 to 31 October 2014 ten non-ongoing contracts have expired without extension.

a. Relevant information in relation to the ten non-ongoing contracts that expired without extension is provided in the following tables.

	Non-ongoing Contract Number		
	1	2	3
Age	63	63	50
Gender	F	M	M
Job description	Provide mentoring, training and support to staff in the Intake Screening Unit in the Ombudsman Commission of Papua New Guinea through the introduction of a toll free phone number including revising the existing guidelines.	Provide mentoring, training and support to staff from the Ombudsman Republik Indonesia.	Conduct legislative reform activity under our Ombudsman Commission of Papua New Guinea twinning program in Port Moresby.
Wage	\$74,914	\$126,743	\$111,820
APS level	APS 6	EL 2	EL 2
Location	ACT	ACT	ACT
Continuously employed	14/10/12 – 13/10/13	15/11/12 – 24/12/13	8/3/13 – 31/12/13
Reason extension not sought	Casual contract – completed project	Casual contract – completed project	Casual contract – completed project

	Non-ongoing Contract Number		
	4	5	6
Age	54	30	69
Gender	M	F	M
Job description	Provide communication (internal and external) advice and support to the Executive as required.	Draft the Immigration Detention Inspection Methodology.	Develop a comprehensive written action plan to address the identified future management options of the Ombudsman's physical records including storage, cataloguing, sentencing, disposal and retention over a three year period.
Wage	\$103,702	\$74,914	\$103,702
APS level	EL 1	APS 6	EL 1

Location	ACT	ACT	ACT
Continuously employed	28/1/14 – 26/3/14	17/2/14 – 16/5/14	2/9/13 – 15/11/13
Reason extension not sought	Became ongoing employee after winning gazetted position	Completed project	Completed project

	Non-ongoing Contract Number			
	7	8	9	10
Age	24	52	25	24
Gender	F	F	F	F
Job description	Assess and investigate complaints about the administrative actions and decisions of Australian Government agencies, postal operators and private education providers under provisions of the <i>Ombudsman Act 1976</i> and related legislation.	Work as member of the Public Interest Disclosure (PID) team to review and develop a range of materials the office is developing for the PID function, including standards, fact sheets, internet information, frequently asked questions, guidelines, media articles, presentations and training material.	As a Public Contact Officer receive and register in the complaint management system incoming telephone, written and electronic complaints, assess complaints and enquiries and provide accurate advice.	As a Public Contact Officer receive and register in the complaint management system incoming telephone, written and electronic complaints, assess complaints and enquiries and provide accurate advice.
Wage	\$69,359	\$103,702	\$55,796	\$55,796
APS level	APS 5	EL 1	APS3	APS3
Location	ACT	ACT	SA	ACT
Continuously employed	6/10/13 – 10/2/14	27/8/13 – 29/11/13	28/10/13 - 27/10/14	28/10/13 - 4/9//14
Reason extension not sought	Contract due to cease 30/6/14, employee resigned early	Contract due to cease 26/2/14, employee resigned early	Contract ended after 12 months continuous employment	Contract due to cease 27/10/14, employee resigned early

- (36) Since 7 September 2013 to 31 October 2014 the Office has engaged 18 employees on non-ongoing contracts.
- (37) From 7 September 2013 to 31 October 2014 the Office has not been required to submit any non-ongoing engagements to the APSC for approval.
- (38) Not applicable
- (39) Not applicable

(40) Since 7 September 2013 to 31 October 2014 the Office has engaged 18 new employees on non-ongoing contracts without the approval of the Public Service Commission.

- a. The engagement of the 18 non-ongoing employees were not submitted to or approved by the APSC as there is no requirement to seek APSC approval for the extension of contracts for non-ongoing employees in these circumstances.

Engagements 1 to 9 relate to employees employed in the Public Contact Teams (PCT) as Public Contact Officers/Investigations Officers. All of the engagements were required as there was a need to fill the roles.

	Engagement Number		
	1	2	3
Age	24	25	23
Gender	F	F	F
Job description	Refer above		
Wage	\$55,796	\$55,796	\$62,186
Location	ACT	SA	ACT
APS level	APS 3	APS 3	APS 4
Length of non-ongoing contract	From 28/10/13 to 27/10/14	From 28/10/13 to 27/10/14	From 19/11/13 to 18/11/14
Whether position was advertised externally	No		
Reason for engagement	Refer above		
Reasons why APSC approval was not sought	Refer above		

	Engagement Number		
	4	5	6
Age	23	24	22
Gender	F	F	M
Job description	Refer above		
Wage	\$55,796	\$62,186	\$55,796
Location	SA	ACT	SA
APS level	APS 3	APS 4	APS 3
Length of non-ongoing contract	From 19/11/13 to 18/11/14	From 03/02/14 to 30/6/14	From 27/03/14 to 31/8/14
Whether position was advertised externally	No		
Reason for engagement	Refer above		
Reasons why APSC approval was not sought	Refer above		

	Engagement Number		
	7	8	9
Age	35	31	25
Gender	M	F	F
Job description	Refer above		
Wage	\$67,518	\$55,796	\$62,186
Location	SA	SA	SA
APS level	APS 4	APS 3	APS4
Length of non-ongoing contract	From 27/03/14 to 30/6/14	From 01/05/13 to 31/8/14	From 28/10/14 to 27/2/14
Whether position was advertised externally	No		
Reason for engagement	Refer above		
Reasons why APSC approval was not sought	Refer above		

	Engagement Number	
	10	11
Age	61	24
Gender	F	F
Job description	Investigations officer - Assess and investigate complaints about the administrative actions and decisions of Australian Government agencies, postal operators and private education providers under provisions of the <i>Ombudsman Act 1976</i> and related legislation.	
Wage	\$73,547	\$69,359
Location	QLD	ACT
APS level	APS 5	APS 5
Length of non-ongoing contract	From 07/04/14 to 6/04/15	From 06/10/13 to 10/02/14
Whether position was advertised externally	No	Yes
Reason for engagement	Non-ongoing employment used to provide flexibility with workforce planning and budget pressures.	To cover work due to peak workloads and staff shortages.
Reasons why APSC approval was not sought	Refer above	

	Engagement Number
	12
Age	23
Gender	F
Job description	Report Drafter - analyse and assess information provided by the Department of Immigration and Border Protection on long-term immigration detainees and draft appropriate reports.
Wage	\$62,186

Location	ACT
APS level	APS 4
Length of non-ongoing contract	From 04/11/13 to 03/11/14
Whether position was advertised externally	No
Reason for engagement	Non-ongoing employment used to provide flexibility with workforce planning and budget pressures.
Reasons why APSC approval was not sought	Refer above

	Engagement Number
	13
Age	30
Gender	F
Job description	Draft the Immigration Detention Inspection Methodology.
Wage	\$74,914
Location	ACT
APS level	APS 6
Length of non-ongoing contract	From 17/02/14 to 16/05/14
Whether position was advertised externally	No
Reason for engagement	One off project and needed employee with specific skills.
Reasons why APSC approval was not sought	Refer above

	Engagement Number
	14
Age	22
Gender	M
Job description	Provide IT service desk services and support.
Wage	\$62,186
Location	ACT
APS level	APS 4
Length of non-ongoing contract	From 11/11/13 to 10/11/14
Whether position was advertised externally	Yes
Reason for engagement	Non-ongoing employment used to provide flexibility with workforce planning and budget pressures.
Reasons why APSC approval was not sought	Refer above

	<b>Engagement Number</b>
	<b>15</b>
Age	54
Gender	M
Job description	Provide communication (internal and external) advice and support to the Executive as required.
Wage	\$103,702
Location	ACT
APS level	EL 1
Length of non-ongoing contract	From 28/01/14 to 26/03/14
Whether position was advertised externally	No
Reason for engagement	Person engaged pending the permanent filling of the position.
Reasons why APSC approval was not sought	Refer above

	<b>Engagement Number</b>
	<b>16</b>
Age	63
Gender	M
Job description	Provide mentoring, training and support to staff form the Ombudsman Republik Indonesia.
Wage	\$126,743
Location	ACT
APS level	EL 2
Length of non-ongoing contract	From 26/02/14 to 25/02/15
Whether position was advertised externally	No
Reason for engagement	Person has specialist skills and is engaged on a casual basis.
Reasons why APSC approval was not sought	Refer above

	<b>Engagement Number</b>
	<b>17</b>
Age	59
Gender	F
Job description	Work as member of the Public Interest Disclosure (PID) team to review and develop a range of materials the office is developing for the PID function, including standards, fact sheets, internet information, frequently asked questions, guidelines, media articles, presentations and training material.
Wage	\$103,702
Location	ACT
APS level	EL 1

Length of non-ongoing contract	From 17/03/14 to 30/06/14
Whether position was advertised externally	No
Reason for engagement	Person engaged to undertake short term project. No Office employee available to undertake the task.
Reasons why APSC approval was not sought	Refer above

	<b>Engagement Number</b>
	<b>18</b>
Age	39
Gender	F
Job description	Executive Assistant - Provide confidential, administrative and secretarial support to several Senior Assistant Ombudsman.
Wage	\$67,518
Location	ACT
APS level	APS 4
Length of non-ongoing contract	From 12/05/14 to 24/12/14
Whether position was advertised externally	No
Reason for engagement	Person engaged to provide short term support while assessment of whether position is required as an ongoing role is considered as part of structure and budget considerations.
Reasons why APSC approval was not sought	Refer above

- (41) Since 7 September 2013 the Office has engaged one new ongoing employee.
- (42) Since 7 September 2013 the Office has not submitted any new ongoing engagements to the Public Service Commission for approval.
- (43) Not applicable
- (44) Not applicable
- (45) One new ongoing employee has been engaged without the approval of the Public Service Commission. The APSC gave approval for the Office to proceed with the selection process which led to the employee being selected for ongoing engagement.

Age	54
Gender	Male
Job description	Provide communication (internal and external) advice and support to the Executive as required.
Location	Canberra
Wage	\$103,702
APS level	Executive Level 1

Length of ongoing contract	Ongoing employment
Whether position was advertised externally	The position was advertised in the APS Employment Gazette as open to all eligible members of the community on 15/10/2013.
Reason for engagement	Critical position that was vacant
Reasons why APSC approval was not sought	There is no requirement to seek APSC approval for the engagement of ongoing employees in this circumstance.
Other relevant dates	The vacancy was advertised in the Gazette prior to the Interim Arrangements for Recruitment in the APS coming into effect. APSC approval to proceeding with the selection process was provided on 10/02/2014. The employee was engaged with effect from 27/03/2014.



**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Existing Resources Program

**Senator:** Senator Ludwig

**Question reference number:** 100

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (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) The Office has started one (1) item as a consequence of government policies or priorities that are required to be funded 'within existing resources'.
- (2) Detail is provided below:

Item	Detail
1	Norfolk Island Ombudsman

(3) The following staff are assigned to the task:

<b>Classification</b>	<b>FTE</b>
APS4	0.25
APS6	0.25
EL2	0.10
SES1	0.10
<b>TOTAL</b>	<b>0.70</b>

(4) Nominal total salary costs are shown below:

<b>Classification</b>	<b>Nominal Salary and On Costs \$</b>
APS4	20,524
APS6	26,159
EL2	15,411
SES1	25,472
<b>TOTAL</b>	<b>\$87,566</b>

(5) Standard office facilities and some travel have been allocated to support the Norfolk Island Ombudsman project.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Conditions of Government Contracts and Agreements

**Senator:** Senator Ludwig

**Question reference number:** 101

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (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 QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Market Research

**Senator:** Senator Ludwig

**Question reference number:** 102

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

(1) List any market research conducted by the department/agency:

- a. List the total cost of this research
- b. List each item of expenditure and cost, broken down by division and program
- c. Who conducted the research?
- d. How were they identified?
- e. Where was the research conducted?
- f. In what way was the research conducted?
- g. Were focus groups, round tables or other forms of research tools used?
- h. How were participants for these focus groups et al selected?
- i. How was the firm or individual that conducted the review selected?
- j. What input did the Minister have?
- k. How was it approved?
- l. Were other firms or individuals considered? If yes, please detail

**Answer:**

(1) The Office has not conducted any market research between 1 June to 31 October 2014.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Prequalified Multi-use List Tenders

**Senator:** Senator Ludwig

**Question reference number:** 103

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (1) Does the Department/Agency have existing Prequalified or Multi-use list panels for tenders?
- (2) Please list all Prequalified or Multi-use list panels, and the firms on them, compiled or used by the department/agency?
- (3) Do any of your EL or higher staff have interest- financial or otherwise - in any of the firms on your panels?
- (4) Do any Ministerial staff have directorships in any of the firms on your panels?
- (5) Do any Ministerial staff have interest - financial or otherwise - in any of the firms on your panel?
- (6) Have the minister or ministerial staff made representations concerning the panels?
- (7) Is Australian Public Affairs on any of your panels?

**Answer:**

- (1) The Office does not have existing Prequalified or Multi-use list panels for tenders.

(2) The Office has utilised one (1) Prequalified or Multi-use panel between 1 June and 31 October 2014. The details are provide below:

<b>MUL ID</b>	<b>Responsible Entity</b>	<b>Website</b>
Legal Services	Attorney-General's Department	<a href="https://www.tenders.gov.au/?event=public.mul.view&amp;MULUID=F77194AB-90DB-538E-FCB3816A0782DCDA">https://www.tenders.gov.au/?event=public.mul.view&amp;MULUID=F77194AB-90DB-538E-FCB3816A0782DCDA</a>

(3) The Office has not been advised of EL or higher staff having an interest (financial or otherwise) in any of the firms on the panels used. The Office requires a conflict of interest declaration to be completed by employees conducting procurement processes.

(4) Not applicable.

(5) Not applicable.

(6) Not applicable.

(7) No.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Communications Staff

**Senator:** Senator Ludwig

**Question reference number:** 104

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

- (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?

**Answer:**

- (1) (a) From 1 June to 31 October 2014, the Office employed one (0.4 full-time equivalent) Melbourne-based ongoing Executive Level 1 staff member and one (0.8 full-time equivalent) Canberra-based ongoing Executive Level 1 staff member, both of whom undertake a variety of media and public affairs-related tasks in consultation and liaison with other office staff.
- (1) (b)-(f) The Office did not employ any non-ongoing staff, media or public affairs contractors, graphic designers, media managers or event organiser staff.



**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Freedom of Information

**Senator:** Senator Ludwig

**Question reference number:** 105

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 6

**Question:**

The following questions relate to requests made pursuant to the Freedom of Information Act (the Act)

Consultations with other Departments, Agencies and the Minister

- (1) Other than for the purpose of discussing a transfer under section 16 of the Act, does the Department consult or inform other Departments or Agencies when it receives Freedom of Information requests?
- (2) If so, for each instance provide a table setting out the following information:
  - a. The Department or Agency which was consulted
  - b. The document
  - c. The purpose of the consultation
  - d. Whether an extension of time was sought from the applicant to allow time for the consultation, including whether it was granted and the length of the extension
  - e. Whether an extension of time was sought from the Information Commissioner to allow time for the consultation, including whether it was granted and the length of the extension.
- (3) Other than for the purposes of discussing a transfer under section 16 of the Act, has the Department consulted or informed the Minister's office about Freedom of Information requests it has received?

- (4) If yes, provide a table setting out the following information:
- The requests with respect to which the Minister or Ministerial office was consulted
  - The Minister or Ministerial office which was consulted
  - The purpose of the consultation
  - Whether an extension of time was sought from the applicant to allow time for the consultation, including whether it was granted and the length of the extension
  - Whether an extension of time was sought from the Information Commissioner to allow time for the consultation, including whether it was granted and the length of the extension
  - Whether any briefings (including formal briefs, email briefings and verbal briefings) were provided to the Minister's office.

#### Staffing resources

The following questions relate to the period from 18 September 2013:

- (5) For the period of time from 18 September 2013, what was the average FTE is allocated to processing FOI requests?

#### FOI Disclosure Log

- (6) For the purposes of meeting its obligations under 11C of the Act, does the Department or Agency:
- Maintain a webpage allowing download of documents released under section 11A (direct download)?
  - Require individuals to contact the Department or Agency to ask for the provision of those documents (request for provision)?
  - Facilitate to those documents in a different manner (if so, specify).
- (7) If the Department or Agency has moved from a system of meetings its 11C obligations by direct download, to a system of meeting those obligations by request for provision, provide the following information:
- The dates for which documents were made available for direct download, and the dates for which documents were made available through request for provision;
  - The total number of direct downloads of documents released under 11A the Departmental or Agency website
  - The total number of requests for provision to documents that had been directly received, and how many had been processed by Friday, 6 June 2014?
  - What was the average FTE allocated to monitoring incoming email, collating and forwarding documents providing under a request for provision?
    - What was the approximate cost for salaries for the FTE staff allocated to this task?
- (8) Has the Department or Agency charged any for access to a document under section 11C(4)?
- (9) If so, please provide the following information in a table:
- On how many occasions charges have been imposed
  - The amount charged for each document
  - The total amount charged
  - What is the highest charge that has been imposed.

With respect to FOI Requests

- (10) How many documents were assessed (at internal review or - if internal review was not requested - by the original decision maker) as conditionally exempt?
- (11) Of those, how many were:
- Released in full
  - Released in part
  - Refused access on the grounds that release of the document would be contrary to the public interest
  - Other (please specify)

**Answer:**

- (1) The Ombudsman's Office does not routinely inform other agencies when it receives a Freedom of Information (FOI) request. However the Office does consult with agencies when it is considering the release of documents obtained from other agencies in the course of an investigation under the *Ombudsman Act 1976* where transfer has been declined or is not convenient, and in respect of records containing information about staff of another agency.
- (2) Table of requests in respect of which agencies have been consulted between 18 September 2013 and 31 October 2014

Agency	Document	Consultation	Extension of time from applicant	Extension of time from OAIC
Department of Prime Minister and Cabinet Department of Infrastructure and Regional Development	Documents originating in those agencies; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No – concurrent with other third party consultations.	No.
Private Education Provider	Documents originating with provider.	Opportunity to comment on whether documents contain exempt material under FOI Act.	Yes. There was an extension of 21 days	No.
Department of Infrastructure and Regional Development	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No – concurrent with other third party consultations.	No.
Department Immigration and Border Protection	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	Yes. There was an extension of 30 days.	No.
Department Immigration and Border	Documents originating with agency;	Opportunity to comment on whether documents contain exempt material under FOI	No.	No.

<b>Agency</b>	<b>Document</b>	<b>Consultation</b>	<b>Extension of time from applicant</b>	<b>Extension of time from OAIC</b>
Protection	staff details.	Act.		
Department of Human Services	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Department of Education	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No – concurrent with other third party consultations.	No.
Department of Human Services	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Australia Post	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Department of Human Services Department of Education	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Department of Defence	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Department of Finance	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Fair Work Ombudsman	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Comcare	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Department of Defence	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Department Immigration and Border Protection	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Department of Human Services	Documents originating with agency;	Opportunity to comment on whether documents contain exempt material under FOI	No.	No.

<b>Agency</b>	<b>Document</b>	<b>Consultation</b>	<b>Extension of time from applicant</b>	<b>Extension of time from OAIC</b>
	staff details.	Act.		
Department of Human Services	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Attorney General's Department	Documents originating with agency; staff details.	Opportunity to comment on whether documents contain exempt material under FOI Act.	No.	No.
Department of Immigration and Border Protection	Documents originating from the agency.	Opportunity to comment on whether documents contain exempt material under the FOI Act.	No.	No
Department of Human Services	Documents originating from the agency.	Opportunity to comment on whether documents contain exempt material under the FOI Act.	No.	No.
Attorney-General's Department	Documents originating from the agency.	Opportunity to comment on whether documents contain exempt material under the FOI Act.	No.	No.
Department of Human Services	Document originating from the agency. Document commenting on agency decisions and actions.	Opportunity to comment on whether documents contain exempt material under the FOI Act.	No.	No.
Office of Registrar of Indigenous Corporations	Documents originating from the agency.	Opportunity to comment on whether documents contain exempt material under the FOI Act.	No.	No.
Therapeutic Goods Administration	Documents originating from the agency.	Opportunity to comment on whether documents contain exempt material under the FOI Act.	No.	No.
Australia Post	Documents originating from the agency.	Opportunity to comment on whether documents contain exempt material under the FOI Act.	No.	No.
Department of Human services	Documents originating from the agency.	Opportunity to comment on whether documents contain exempt material under the FOI Act.	No.	No.
Department of Human Services	Document originating from the agency.	Opportunity to comment on whether document contains exempt material under the FOI Act.	No	No.

<b>Agency</b>	<b>Document</b>	<b>Consultation</b>	<b>Extension of time from applicant</b>	<b>Extension of time from OAIC</b>
Australian Securities and Investments Commission	Documents originating from the agency.	Opportunity to comment on whether documents contain exempt material under the FOI Act.	No.	No.
Office of the Australian Information Commissioner	Documents originating from the agency.	Opportunity to comment on whether documents contain exempt material under the FOI Act.	No.	No.

(3) No.

(4) Not applicable.

(5) During this period six staff members have undertaken FOI duties in addition to their other operational work. The proportion of duties devoted to FOI work varies depending on the number and complexity of requests received.

(6) (a) Yes.

(b) All but one document can be accessed by direct download. The remaining document can be accessed by email request.

(c) As above.

(7) All documents added to the FOI disclosure log after September 2012 can be directly downloaded.

(8) No.

(9) Not applicable.

(10) Between 18 September 2013 and 31 October 2014, 199 documents were assessed as conditionally exempt, either in whole or in part. Typically, the exempted material consists of staff personal contact information redacted under s 47E of the FOI Act.

(11) Of the documents assessed as conditionally exempt between 18 September 2013 and 31 October 2014,

- none were released in full, (two documents not previously identified were released in part after internal review)
- 175 were released in part (including the two documents not previously identified which were released in part, and
- 24 were exempted in whole on public interest grounds.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Functions

**Senator:** Senator Ludwig

**Question reference number:** 106

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

(1) Provide a list of all formal functions or forms of hospitality conducted for the Minister.

Include:

- a. The guest list of each function
- b. The party or individual who initiated the request for the function
- c. The menu, program or list of proceedings of the function
- d. 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.

(2) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Red Tape Reduction

**Senator:** Senator Ludwig

**Question reference number:** 107

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (1) Please detail what structures, officials, offices, units, taskforce or other processes has the department dedicated to meeting the government's red tape reduction targets?
  - a. 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) The Portfolio has established its Deregulation Unit: it sits within the Department of Prime Minister and Cabinet. The Office will contribute to the requirements of the Deregulation Unit as required.
- (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 QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Land Costs

**Senator:** Senator Ludwig

**Question reference number:** 108

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (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) The Office does not own or lease any land.
- (2) Not applicable.
- (3) Not applicable.
- (4) The Office leases six (6) office premises. None of the leases are for an entire building.
- (5) The Office does not own any buildings.
- (6) The Office's leased office premises' occupancy rate expressed as a percentage is provided below:

<b>Building Location</b>	<b>Occupancy Rate of Office Premises Leased</b>
Adelaide	87.5%
Brisbane	84.6%
Melbourne	88.2%
Perth	100.0%
Sydney	38.9%
Canberra	75.2%

The remaining space is office space, some of which is used for managing fluctuations in workforce and providing a degree of flexibility for recruiting staff Australia wide.

Note the Office does not lease any of the buildings in their entirety.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Boards

**Senator:** Senator Ludwig

**Question reference number:** 110

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June, 2014 for each board in the portfolio or agencies:

- (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:**

(1) The Office does not have any boards.

(2) Not applicable.

(3) Not applicable.

(4) Not applicable.

(5) Not applicable.

(6) Not applicable.

(7) Not applicable.

(8) Not applicable.

(9) Not applicable.

(10) Not applicable.

(11) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Shared Resources following MOG Changes

**Senator:** Senator Ludwig

**Question reference number:** 111

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

- (1) As at 31 October 2014 the Office does not share any goods/services/accommodation with other departments due to Machinery of Government changes.
- (1) What resources/services does the department share with other departments; are there plans to cease sharing the sharing of these resources/services?
- (2) What were the costs to the department prior to the Machinery of Government changes for these shared resources? What are the estimated costs after the ceasing of shared resource arrangements?

**Answer:**

- (1) As at 31 October 2014 the Office has not been affected by Machinery of Government changes.
- (2) The Office receives a shared service from the Department of the Prime Minister and Cabinet in relation to payroll processing. There are no plans to cease this arrangement.
- (3) The shared service arrangement costs the Office \$61,467.96 per year.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Departmental Rebranding

**Senator:** Senator Ludwig

**Question reference number:** 112

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (1) Has the department/Agency undergone a name change or any other form of rebranding since Additional Estimates in February 2014? 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.
- (2) Please provide the total cost associated with this rebrand and then break down by amount spent replacing:
  - a. Signage
  - b. Stationery (please include details of existing stationery and how it was disposed of)
  - c. Logos
  - d. Consultancy
  - e. Any relevant IT changes
  - f. Office reconfiguration.
- (3) How was the decision reached to rename and/or rebrand the department?
  - a. Who was involved in reaching this decision?
  - b. 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.

(2) Not applicable.

(3) Not applicable.



**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Credit Cards

**Senator:** Senator Ludwig

**Question reference number:** 113

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (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:
  - a. Please list staff classification and what the misuse was, and the action taken.
- (5) Have there been any changes to what action is taken to prevent corporate credit card misuse?
- (6) How many credit cards 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) There have been no changes to employment classifications that have access to a corporate credit card.
- (2) There have been no changes to action taken in the event that the corporate credit card is used.
- (3) There have been no changes to how corporate credit card use is monitored.
- (4) The Office has had one (1) instance of misuse of an Office corporate credit card between 1 June to 31 October 2014. Detail is provided below:

<b>Staff Classification</b>	<b>Detail of Misuse</b>	<b>Action Taken</b>
Executive Level 2	The corporate credit card was accidentally used to pay for a personal purchase. The employee notified the Office immediately.	The employee was reminded of their obligations for using a corporate credit card and repaid the monies on the same day as the accidental purchase.

- (5) There have been no changes to what action is taken to prevent corporate credit card misuse.
- (6) The Office does not supply credit cards to the Minister or their office.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Contracts for Temporary Staff

**Senator:** Senator Ludwig

**Question reference number:** 114

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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) Nil.
- (2) The Office has not employed any temporary or contract staff between 1 June and 31 October 2014.
- (3) Nil.
- (4) Nil.
- (5) No.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Hire Cars

**Senator:** Senator Ludwig

**Question reference number:** 115

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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) The Office spend on hire cars from 1 June to 31 October 2014 was \$5,968.68.
- (2) The reasons for the hire cars spend were to discharge the Office's functions and work.
- (3) Nil.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Unallocated Equipment

**Senator:** Senator Ludwig

**Question reference number:** 116

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (1) Please detail how much electrical equipment, phones and computers the department/agency has in storage or unallocated to staff.
- (2) Please detail the purchase, storage and ongoing costs associated with equipment, phones and computers in storage or unallocated.

**Answer:**

- (1) The Office has the following equipment in storage or unallocated to staff

<b>Asset Type</b>	<b>Quantity</b>
3G Dongle	2
Laptop	7
USB Drive	8
Phones	3
Monitor	56
Desktop Computer	26

(2) The table below details the purchase, storage, and ongoing costs associated with this equipment:

<b>Asset Type</b>	<b>Purchase Price per unit</b>	<b>Storage Costs</b>	<b>Ongoing Costs</b>
3G Dongle	\$0	\$0	\$0
Laptop	\$1,009	\$0	\$0
USB Drive	\$5	\$0	\$0
Phones	\$250	\$0	\$0
Monitor	\$244	\$0	\$0
Desktop Computer	\$724	\$0	\$0

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Advertising

**Senator:** Senator Ludwig

**Question reference number:** 117

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (1) How much has the Department/Agency spent on Advertising? Including through the use of agencies.
- (2) Please detail each advertising campaign including its cost, where the advertising appeared, production costs, who approved, ministerial or ministerial staff involvement in commissioning.
- (3) Provide copies of approvals, 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) The Office has had nil spending on advertising for the period 1 June to 31 October 2014.
- (2) Not applicable.
- (3) Not applicable.

# **BREACHES OF THE CODE OF CONDUCT – PROCEDURES FOR DETERMINING BREACHES AND SANCTIONS**

Issued by: Human Resources

## **References:**

*Public Service Act 1999*

*Public Service Regulations 1999*

*Archives Act 1983*

*Privacy Act 1988*

*Fair Work Act 2009*

*APS Commissioner's Directions 2013*

APSC Handling Misconduct – Good Practice Guide 2008

I, Colin Neave, Commonwealth Ombudsman, establish these procedures under subsection 15 (3) of the *Public Service Act 1999* ('the Act').

These procedures commence approval.

These procedures supersede the previous procedures made for the Office of the Commonwealth Ombudsman under subsection 15 (3) of the Act, but the previous procedures may continue to apply for transitional purposes.

*Signed by Colin Neave, Commonwealth Ombudsman on 7 August 2013*

Commonwealth Ombudsman

August 2013



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## **1. Application of procedures**

- 1.1 These Procedures must be complied with in determining whether an Australian Public Service (APS) employee in the Office of the Commonwealth Ombudsman (the Office) has breached the Code of Conduct and any sanctions which may be imposed for any such breaches.
- 1.2 Unless stated otherwise, a reference in these procedures to an employee includes a reference to a former APS employee who is suspected of having breached the Code of Conduct while an employee in the Office.
- 1.3. These procedures, as they apply to determining whether there has been a breach of the Code, apply to any suspected breach of the Code except for one in respect of which a decision had been made before 1 July 2013 to begin an investigation to determine whether there had been a breach of the Code.
- 1.4. These procedures, as they apply to determining any sanction for breach of the Code, apply where a sanction decision is under consideration on or after 1 July 2013.
- 1.5. In these procedures, a reference to a breach of the Code by a person includes a reference to a person engaging in conduct set out in subsection 15 (2A) of the *Public Service Act 1999* ('the Act') in connection with their engagement as an APS employee.

Note: These Procedures apply only in relation to a suspected breach of the Code of Conduct by an APS employee in respect of which a determination is to be made. Not all suspected breaches of the Code of Conduct may need to be dealt with by way of a determination. In particular circumstances, another way of dealing with a suspected breach of the Code may be more appropriate.

## **2. Selection of decision maker**

- 2.1 Subject to the Ombudsman having made a selection, the person who determines whether an APS employee has breached the Code of Conduct (breach decision-maker) is to be selected by the Chief Operating Officer (COO) or by the Deputy Ombudsman.
- 2.2 A person from outside the Office may be selected.
- 2.3 The breach decision-maker may seek the assistance of an investigator with matters including investigating the alleged breach, gathering evidence and making a report of recommended factual findings to the breach decision maker.
- 2.4 The person who is to decide what, if any, sanction is to be imposed on a current APS employee who is found to have breached the Code must hold a delegation of the power under the Act to impose sanctions (the sanction delegate).
- 2.5 The decision as to whether or not a sanction will be imposed may be made by the Ombudsman, a Deputy Ombudsman, or the COO. This may be the person who made the breach determination if that person is also a sanction delegate.
- 2.6 These procedures do not prevent the breach decision-maker from being the sanction delegate in the same matter.

Note: Any delegation of powers under the Act that is proposed to be made to a person who is not an APS employee must be approved in writing in advance by the Australian Public Service Commissioner.

Note: Appointment as a breach decision-maker under these procedures does not empower a person to make a decision regarding sanction. Only the Ombudsman or a person delegated the power under s 15 of the Act and related powers, such as under s 29 of the Act, may make a sanction decision.

Note: Section 38 of the Act imposes additional requirements for termination of SES employment.

### **3. Formal hearing not required**

- 3.1 For the purpose of determining whether an APS employee in the Office has breached the Code of Conduct, a formal hearing is not required.

### **4. Information to be given to employee before determination is made**

- 4.1 Before a determination is made in relation to a suspected breach of the Code of Conduct by a person, reasonable steps must be taken to:

- (a) inform the person of:
  - (i) the details of the suspected breach of the Code of Conduct (including any subsequent variation of those details)
  - (ii) (except where the person is a former employee of the Office) the sanctions that may be imposed on the employee under subsection 15(1) of the Act (including any limitations on that power contained in regulations made for the purposes of subsection 15(2) of the Act)
- (b) give the person a reasonable opportunity to make a written statement, or provide further evidence in relation to the suspected breach, within 7 calendar days or any longer period that is allowed by the breach decision-maker.

Note: This clause is designed to ensure that by the time the breach decision-maker comes to make a determination, reasonable steps have been taken for the person suspected of breach to be informed of the case against them. It will generally also be good practice to give the person notice at an early stage in the process of a summary of the details of the suspected breach that are available at that time and notice of the elements of the Code that are suspected to have been breached.

- 4.2 If the person makes a written statement within seven calendar days (or any longer period allowed by the breach decision-maker) of being given the opportunity to do so, the person must also be given the opportunity to make an oral statement in relation to the suspected breach.
- 4.3 A person who does not make a written statement in relation to the suspected breach is not, only for that reason, to be taken to have admitted committing the suspected breach.

### **5. Determination process to be informal**

- 5.1 The process for determining whether a person has breached the Code of Conduct must be carried out with as little formality and as much expedition as a proper consideration of the matter allows.
- 5.2 The process must be consistent with the principles of procedural fairness.

Note: Procedural fairness generally requires that:

- the person suspected of breaching the Code is informed of the case against them (i.e. any material that is before the decision-maker that is adverse to the person or their interests and that is credible, relevant and significant);
- the person is provided with a reasonable opportunity to respond and put their case, in accordance with these procedures, before any decision is made on breach or sanction;
- the decision-maker acts without bias or an appearance of bias; and
- there is logically probative evidence to support the making, on the balance of probabilities, of adverse findings.

- 5.3. The breach decision-maker (or the person assisting the breach decision maker, if any), where they consider in all the circumstances that the request is reasonable, must agree to a request made by the person who is suspected of breaching the Code to have a support person present in a meeting or interview they conduct.

## **6. Person making determination to be independent and unbiased**

- 6.1 The breach decision-maker and the sanction delegate must be, and must appear to be, independent and unbiased.
- 6.2 The breach decision-maker and the sanction delegate must advise the Ombudsman in writing if they consider at any stage of the process that they may not be independent and unbiased or if they consider that they may reasonably be perceived not to be independent and unbiased, for example if they are a witness in the matter.

## **7. Action that may be taken if breach found to have occurred**

- 7.1 This clause does not apply to former employees.
- 7.2 If a determination is made that an APS employee in the Office has breached the Code of Conduct, a sanction may be imposed on the employee under section 15 of the Act.
- 7.3 A sanction may not be imposed under section 15 of the Act unless reasonable steps have been taken to:
- (a) inform the employee of:
    - (i) the determination that has been made on whether the employee has breached the Code of Conduct, and
    - (ii) the sanction or sanctions that are under consideration, and
    - (iii) the factors that are under consideration in determining any sanction to be imposed, and
  - (b) give the employee a reasonable opportunity to make a statement in relation to the sanction or sanctions under consideration within 7 calendar days, or any longer period as is allowed by the sanction delegate.

Note: The person making a determination regarding the sanction to be imposed may decide to give the employee the opportunity to make both a written and an oral statement.

### **7.4. The process must be consistent with the principles of procedural fairness.**

Note: Procedural fairness generally requires that:

- the employee found to have breached the Code must be informed of any information before the sanction delegate that is adverse to the employee or their interests and that is also credible, relevant and significant;
- the employee must be provided with a reasonable opportunity to respond and put their case, in accordance with these procedures, before any decision is made on sanction; and
- the decision-maker must act without bias or an appearance of bias

## **8. Record of determination and sanction**

- 8.1 If a determination is made in relation to a suspected breach of the Code of Conduct by an APS employee in the Office, a written record must be made, and given to the employee, of:
- (a) the suspected breach; and
  - (b) the determination; and
  - (c) any sanctions imposed as a result of a determination that the employee breached the Code of Conduct (this does not apply to former employees); and
  - (d) if a statement of reasons was given to the employee - the statement of reasons.

Note: The *Archives Act 1983* and the *Privacy Act 1988* (the Privacy Act) apply to a record made under this clause.

## **9. Procedure when an ongoing employee is to move to another Agency during an investigation**

- 9.1 This clause applies if:
- (a) an ongoing APS employee in the Office is suspected of having breached the Code of Conduct; and
  - (b) the employee has been informed of the details of the suspected breach and the sanctions that may be imposed on the employee under subsection 15(1) of PS Act; and
  - (c) the matter has not yet been resolved; and
  - (d) a decision has been made that, apart from this clause, would result in the movement of the employee under section 26 of the Act to another Agency (including on promotion).
- 9.2 Unless the Ombudsman and the new Agency Head agree otherwise, the movement (including on promotion) does not take effect until the matter is resolved.
- 9.3 For this clause, the matter is taken to be resolved when
- (a) a determination is made in relation to a suspected breach of the Code of Conduct in accordance with these procedures; or
  - (b) it is decided that a determination is not necessary.

## **10 Procedure for former APS employees and employees who resign before a sanction is imposed**

- 10.1 If an employee's resignation takes effect before a sanction is imposed, a sanction will not be imposed and the employee's separation will be treated and recorded as a resignation. Any determination of a breach of the Code of Conduct will remain on the employee's records. Once termination of an employee's employment comes into effect, the Office is required to gazette the employee's name and the section of the Act under which their employment was

terminated (i.e. there will be a public record if an employee's employment was terminated for a breach of the Code of Conduct).

- 10.2 Where an employee leaves the Office and moves (including following a resignation or break in service) to a new agency after a breach determination but before the application of a sanction, then the new Agency Head can apply a sanction in accordance with the new Agency's procedures, on the basis of the Office's finding of breach.

## **11. Disclosure of personal information – record keeping and provision of information**

### **Defining personal information**

- 11.1 Personal information is defined in the *Privacy Act 1988*.

- 11.2 Section 72E of the Act permits the use and disclosure of certain personal information.

### **To whom personal information of the employee subject to a Code of Conduct process may be disclosed**

- 11.3 The Office considers information about employees or former employees who are or have been subject to a Code of Conduct process<sup>1</sup> at the Office should be made readily available in relation to:

- a) any applications for transfer or promotion within the Office; or
- b) the relevant Human Resources personnel in any other Commonwealth agency the employee approaches e.g. regarding a transfer or engagement.

- 11.4 Personal information may be used or disclosed where necessary for or relevant to the performance or exercise of any employer powers or where the Office considers it is appropriate for employment purposes.

- 11.5 For example, during the course of a Code of Conduct process, or after the process is complete, personal information about the person under investigation or who is found to have breached the Code of Conduct may be disclosed to others by the Office, without notice to the person, including to:

- a) the employee's managers (for employment purposes);
- b) any person undertaking recruitment, promotion or employment selection in relation to the person;
- c) advise the complainant of the outcome (see paragraphs 11.7 – 11.10 below);
- d) external bodies or agencies who are or have been involved in the matter, such as the Merit Protection Commissioner, Commonwealth Ombudsman,

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<sup>1</sup> And the completed process has resulted in a determination that the employee has breached the Code of Conduct.

Office of the Privacy Commissioner or the Inspector General of Intelligence and Security; and/or

- e) any Commonwealth Office or Agency the person approaches e.g. regarding a transfer or engagement, any enforcement body (e.g. the Australian Federal Police), any security assessment agency and/or any future or prospective future employer.

11.6 All information about a Code of Conduct process will be destroyed in accordance with the *Archives Act 1983* and will generally not be disclosed after the passing of 5 years from the date of a breach determination.<sup>2</sup>

11.7 In disclosing information about outcomes to complainants, the Office will have regard to guidance from the Australian Public Service Commissioner. However, the overriding concern will be to ensure effective staff management at the Office. This requires weighing of the interests of parties in the protection of their privacy, the need to ensure accurate information is disseminated where appropriate and the need to effectively manage staff.

11.8 Where a breach of the Code of Conduct is found, it may be appropriate to advise a complainant of some specific details. For example, if an employee makes numerous allegations of bullying against a manager, the complainant and the manager's managers will usually be informed of the detail of any allegations that were found not to be substantiated and any allegations found to be substantiated. This is particularly appropriate where both employees will continue to work together and the alleged misconduct was of an interpersonal nature. The detail of particular allegations that are substantiated can be highly relevant to managing and monitoring an employee who is found to have engaged in misconduct and in supporting any employees who have been the subject of e.g. bullying.

11.9 There may be cases where it is appropriate to only advise a complainant in very broad terms of the outcome of a process. For example, where there is a concurrent criminal process and the complainant is a witness or where the alleged misconduct does not involve the complainant as a witness.

11.10 Where the result of a Code of Conduct process is a finding of no breach, it will often be appropriate to advise relevant witnesses (including the complainant) and managers that the employee was found to have not breached the Code. If a Code process arose from a complaint by an APS employee, and many or all of the complainant's allegations are found to be unsubstantiated, this may result in action being taken against the complainant. Every matter will be considered individually on its merits.

### **Handling personal information during a Code of Conduct process**

11.11 During the course of a Code of Conduct process, the person subject to the Code of Conduct process will usually be provided with personal and/or sensitive information to ensure the person is afforded procedural fairness. Other

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<sup>2</sup> A decision under regulation 5.32 of the Public Service Regulations 1999 may also constitute the date of a breach determination for the purpose of this clause.

employees or persons may also be provided with information or documents as part of the process.

11.12 Everyone involved in a Code of Conduct process, including witnesses, must treat any information they receive or possess regarding the process as 'sensitive: personal' and should only use or disclose it for the purpose of the Code of Conduct process and in accordance with the Act and the *Privacy Act 1988*.

11.13 The Office will also treat information about a Code of Conduct process as 'sensitive: personal' but may make disclosures to facilitate undertaking the Code of Conduct process, implementing any consequences of the process or in accordance with paragraph 11B above.

**Office may disclose general information**

11.14 The Office regularly provides de-identified information to fulfill reporting requirements.



**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Departmental Staff Misconduct

**Senator:** Senator Ludwig

**Question reference number:** 118

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (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?
- (3) If yes, list the breaches identified, broken by staffing classification level.
- (4) If yes, what remedy was put in place to manage the breach? If no remedy has been put in place, why not?
- (5) If yes, when was the breach identified? By whom? When was the Minister made aware?
- (6) If yes, were there any legal ramifications for the department or staff member? Please detail.

**Answer:**

- (1) The APS Code of Conduct contained in section 13 of the *Public Service Act 1999* applies to all Office of the Commonwealth Ombudsman employees. A copy of the Ombudsman's procedures for determining breaches of the code of Conduct established in accordance with section 15 (3) of the *Public Service Act 1999* are attached.
- (2) No.

(3) Not applicable.

(4) Not applicable.

(5) Not applicable.

(6) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Cloud Services and Storage

**Senator:** Senator Ludwig

**Question reference number:** 119

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (1) Is the department using or planning to use cloud digital services (e.g. storage, computer software access etc.)? If yes:
- a. What date did/will cloud services be deployed in the department?
  - b. Please provide a list of all cloud services in use or being considered for use.
  - c. How much do these services cost? Please break down by service.
  - d. How much cloud storage (in gigabytes) is available for departmental use? What percentage of the available total is in use?
  - e. How much does this cloud storage cost per month?
  - f. What security arrangements are in place to protect cloud based services and storage?
  - g. Have any security analysts been employed/contracted to advise on the implementation and upkeep of these security arrangements?
  - h. What has been the cost of security for the cloud? Please provide a breakdown?

**Answer:**

- a. The Office procured cloud services in March 2010.
- b. The Office is currently utilising cloud services for provision of all external web sites (Commonwealth Ombudsman, Postal Industry Ombudsman, Overseas Students Ombudsman, and ACT Ombudsman). Cloud is also being considered as an option for the redevelopment of these web sites.
- c. The Office currently spends \$2,881 per year for web site hosting services.

- d. Nil.
- e. Nil.
- f. The Office utilises cloud for provision of external web sites, including information that is intended for dissemination across the public domain. To ensure security across the sites the Office follows requirements within the Australian Government's Information Security Manual to restrict the configuration and lower the risk of unauthorised access to services. The Office also has a documented operating procedure for administrative staff, and follows an appropriate change management procedure.
- g. The Office does not employ a security analyst for ongoing advice; however the web sites have been included in penetration testing (security testing) by contractors as part of ongoing security auditing.
- h. Configuration and documentation of the web site environment, including operating procedures were developed by Ombudsman staff over the approximate three month period that the web sites were implemented. Penetration testing of the web sites were performed by an external consultancy service for \$11,760.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Disability Access

**Senator:** Senator Ludwig

**Question reference number:** 120

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (1) Please provide a list of all premises owned, leased or otherwise operated by the department / agency which do not yet comply with the Disability Discrimination Act (through The Disability (Access to Premises - Buildings) Standards 2010). For each, please provide:
  - a. The year in which it was purchased / leased / rented (and if lease / rental agreement, when it expires).
  - b. What plans are in place to make the premises compliant with the Act.
  - c. When these plans will commence and when they are expected to be complete.
- (2) Has the minister or the minister's office been informed of these plans? Please provide a copy of any communication (including but not limited to emails, letters, memos, notes etc.) between the minister's office and the department regarding this issue.
- (3) What is the expected cost of making the premises compliant? Please break down the costs.
- (4) Have any plans to make any premises compliant been cancelled, put on hold or delayed since September 7, 2013? If yes, please detail, including the reasons for which they were cancelled, put on hold or delayed and how the decision was reached.
- (5) Have any complaints been lodged with regard to the premises not being compliant? If yes, please detail.

**Answer:**

- (1) The Office does not lease any premises which do not comply with the Disability Discrimination Act (through The Disability (Access to Premises - Buildings) Standards 2010).
- (2) Not applicable.
- (3) Not applicable.
- (4) Not applicable.
- (5) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Fee for Services

**Senator:** Senator Ludwig

**Question reference number:** 121

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since September 7, 2013:

- (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:
  - a. Name of the fee and a short description of what it covers.
  - b. How much is the fee (and is it a flat fee or a percentage of the service).
  - c. The date the fee came into place.
- (2) 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.
- (3) What consultation was carried out before the fee was put into place?
- (4) How was the fee put into place (e.g. through legislation, regulation changes etc.)?
- (5) What justification is there for the fee?

**Answer:**

- (1) No.
- (2) Not applicable.

(3) Not applicable.

(4) Not applicable.

(5) Not applicable.



**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Documents Provided to the Minister

**Senator:** Senator Ludwig

**Question reference number:** 122

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

- (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) xxx

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Friday, 15 August 2014 5:53 PM  
**To:** [REDACTED]  
**Subject:** RE: PID Pull-up banners [SEC=UNCLASSIFIED]

Thanks [REDACTED] – as discussed as this is a more durable product than the initial version quoted for I would agree to going ahead with the purchase of the two banners.  
Thanks [REDACTED]

[REDACTED]

Senior Assistant Ombudsman  
Social Services, Indigenous & Public Interest Disclosure  
COMMONWEALTH OMBUDSMAN

email [REDACTED]  
website [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

*Influencing agencies to treat people fairly through our investigations of their administration.*

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**From:** [REDACTED]  
**Sent:** Friday, 15 August 2014 5:51 PM  
**To:** [REDACTED]  
**Subject:** FW: PID Pull-up banners [SEC=UNCLASSIFIED]

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**From:** [REDACTED]  
**Sent:** Friday, 15 August 2014 5:45 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: PID Pull-up banners [SEC=UNCLASSIFIED]

Hi [REDACTED]

The quote supplied yesterday was for 'BannerBug' pull-up banners ( [REDACTED] mentioned that the Ombudsman's office has previously used the 'bannerbug' banners in the past without any problems). My quote from 30 June was for a less-expensive product but it might not be quite as durable as what your office is used to. I hope this makes sense - let me know if you need any other quotes or if you need more information about the differences between the banner products/brands.

Did you have any problems opening the poster artwork files? Please see attached zipped folder containing the banner artwork.

Many thanks  
[REDACTED]



**bytes n  
colours**

2/42 Mort St  
Braddon 2612

p: 02 6257 7266  
f: 02 6257 7263  
e: [frontdesk@bytesncolours.com.au](mailto:frontdesk@bytesncolours.com.au)

**ABN:56 073 415 166**

## QUOTATION

TO:



14 August 2014

### **Quotation Number 73651**

I am pleased to submit a quote for the following *(This quote is valid for 30 days and is subject to viewing the artwork)*

**Job Title: Banner bugs- 850mm**

**Quote Description:**

2 x 850mm x 2400mm (850mm x 2150mm visible area) single sided colour prints on white film

with satin matt lamination

2 x 850mm Single sided Banner Bug stands with carry cases

TOTAL COST Ex GST	\$906.02
Freight/courier (If applicable)	
Total with freight	\$906.02
GST	\$90.60
<b><u>GRAND TOTAL</u></b>	<b><u>\$996.62</u></b>

Please note that the quote is calculated on the basis of **5 days turnaround**. Should you require a faster turnaround, we would be more than happy to provide you with a new quote. The price quoted includes one (1) proof. Additional author's correction proofs and courier if applicable will be charged accordingly.

Please do not hesitate to contact me on 6257 7266, if you have any questions. We thank you for this opportunity to quote and look forward to receiving your order.

Kind Regards,

**From:** [REDACTED]  
**Sent:** Tuesday, 18 March 2014 5:03 PM  
**To:** [REDACTED]  
**Subject:** RE: Reg 9 approval for printed POA calico bags [SEC=UNCLASSIFIED]

Thank you [REDACTED]

After having making such inquiries as are reasonable that the spending proposal

- will make efficient, effective, economical and ethical use of public money and
- is in accordance with the policies of the Commonwealth,

I approve the spending proposal for up to \$2,085 including GST per Regulation 9 of the FMA Regulations, to be undertaken this year.

Signature \_\_\_\_\_ [REDACTED]

Position \_\_\_\_\_ Director International \_\_\_\_\_

Date \_\_\_\_\_ 18 March 2014 \_\_\_\_\_

**From:** [REDACTED]  
**Sent:** Tuesday, 18 March 2014 4:19 PM  
**To:** [REDACTED]  
**Subject:** Reg 9 approval for printed POA calico bags [SEC=UNCLASSIFIED]

I am seeking your approval, as a FMA Regulation 9 delegate, to spend Office monies as follows:

<b>Vendor:</b> <i>where you are buying the goods or services</i>	Copperhead Screen Printing
<b>Value:</b> <i>total value including GST</i> When estimating the amount for approval, please take into consideration the cost of GST, credit card surcharges, postage and account handling fees etc. These items can sometimes be an additional cost at the end of a transaction. Please consider these items when requesting Regulation 9 approval as this will prevent the Office from incurring a breach, which will be included in the Certificate of Compliance.	\$2,085 (inclusive of \$189.50 GST)
<b>Timeframe:</b> <i>in which financial month and year</i>	March, 2014
<b>Purpose:</b> <i>what is it for and why</i>	To deliver 250 calico bags with a digital screen print of the Pacific Ombudsman Alliance's (POA) promotional design. The bags will be used to promote the POA through its activities, membership and at an upcoming members meeting which will be held on 4 April.
<b>Is it consistent with Government policies?:</b> <i>any reason why it may not be a good idea</i> <i>Please read the relevant <u>procurement connected policies</u></i>	The preferred supplier was selected as a value for money with the assistance of the Communications team based upon their ability to deliver a value for money service, produce bags to our specification and to a high quality based upon previous work, and within a short timeframe.

Please provide your agreement to this spending proposal using the words provided below, and copy in Finance.

Regards

[REDACTED]

-----

***Approver to forward to [REDACTED] once approved***

Reg 9/2014-236

COP 004

I am seeking your approval, as a FMA Regulation 9 delegate, to spend Office monies as follows:

<b>Vendor:</b> <i>where you are buying the goods or services</i>	Copperhead Screen Printing DHL International Freight
<b>Value:</b> <i>total value including GST</i> When estimating the amount for approval, please take into consideration the cost of GST, credit card surcharges, postage and account handling fees etc. These items can sometimes be an additional cost at the end of a transaction. Please consider these items when requesting Regulation 9 approval as this will prevent the Office from incurring a breach, which will be included in the Certificate of Compliance.	\$1333.20 (including GST) - Copperhead  \$500 (including GST) - DHL  Total \$1833.20
<b>Timeframe:</b> <i>in which financial month and year</i>	June 2014
<b>Purpose:</b> <i>what is it for and why</i>	To purchase 200 calico bags printed with the Vanuatu Ombudsman's 20 <sup>th</sup> Anniversary Logo, as a Pacific Ombudsman Alliance approved activity, supporting the Vanuatu Ombudsman's Anniversary celebration and ongoing outreach.  Freighting goods to Vanuatu
<b>Is it consistent with Government policies?:</b> <i>any reason why it may not be a good idea</i> <i>Please read the relevant <u>procurement</u> <u>connected policies</u></i>	The quote prepared by Copperhead Screen Printing represents value for money on consideration of the known quality of the products, the availability to deliver the products within a tight timeframe and cost.  Freight with DHL represents value for money

Please provide your agreement to this spending proposal using the words provided below, and copy in Finance.

Regards

[Redacted Signature]

After having making such inquiries as are reasonable that the spending proposal

- will make efficient, effective, economical and ethical use of public money and
- is in accordance with the policies of the Commonwealth,

I approve the spending proposal for up to \$1,833.20 (inclusive of GST) per Regulation 9 of the FMA Regulations, to be undertaken this year.

• noting we approached the market for bags in Feb - this quote represents value for money.

Signature [Redacted Signature]

Position Director International

Date 2.6.14



Reg 9/2014-238

PAD 201

I am seeking your approval, as a FMA Regulation 9 delegate, to spend Office monies as follows:

<b>Vendor:</b> <i>where you are buying the goods or services</i>	Paddywack Promotional Products
<b>Value:</b> <i>total value including GST</i> When estimating the amount for approval, please take into consideration the cost of GST, credit card surcharges, postage and account handling fees etc. These items can sometimes be an additional cost at the end of a transaction. Please consider these items when requesting Regulation 9 approval as this will prevent the Office from incurring a breach, which will be included in the Certificate of Compliance.	\$1,830 (including GST)
<b>Timeframe:</b> <i>in which financial month and year</i>	June 2014
<b>Purpose:</b> <i>what is it for and why</i>	To purchase 100 T- shirts printed with the Vanuatu Ombudsman's 20 <sup>th</sup> Anniversary Logo, as a Pacific Ombudsman Alliance approved activity, supporting the Vanuatu Ombudsman's Anniversary celebration and ongoing outreach.
<b>Is it consistent with Government policies?:</b> <i>any reason why it may not be a good idea</i> <i>Please read the relevant <u>procurement</u> <u>connected policies</u></i>	The quote prepared by Paddywack represents value for money on consideration of the known quality of the products, the availability to deliver the products within a tight timeframe and cost.

Please provide your agreement to this spending proposal using the words provided below, and copy in Finance.

Regards

After having making such inquiries as are reasonable that the spending proposal

- will make efficient, effective, economical and ethical use of public money and
- is in accordance with the policies of the Commonwealth,

I approve the spending proposal for up to \$1,830 (inclusive of GST) per Regulation 9 of the FMA Regulations, to be undertaken this year.

Signature

Position

Director International

Date

2-6-2014.

Approver to forward to [redacted] once approved

See below for Reg 9 approval

**From:** [REDACTED]  
**Sent:** Wednesday, 14 August 2013 4:48 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Spending Proposal Up to \$2,000 - Reg 9 Consideration [DLM=For-Official-Use-Only]

approved

[REDACTED]  
Director  
Immigration Detention Review  
Commonwealth Ombudsman  
Ph: [REDACTED] | Fax: 02 6276 0123  
Mobile [REDACTED]  
email: [REDACTED]  
website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

'Assisting the Australian community by resolving complaints and fostering good government administration.'

**From:** [REDACTED]  
**Sent:** Wednesday, 14 August 2013 3:25 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Spending Proposal Up to \$2,000 - Reg 9 Consideration [DLM=For-Official-Use-Only]

I am seeking your approval, as a FMA Regulation 9 delegate, to spend Office monies as follows:

Vendor: where you are buying the goods or services	PARAGON PRINTERS AUSTRALASIA
Value: total value including GST	\$638
Timeframe: in which financial month and year	By early September 2013
Purpose: what is it for and why	Printing of 1000 A2 posters advising those in immigration detention in 13 languages that they have a right to complain to the Ombudsman office
Is it consistent with Government policies?: any reason why it may not be a good idea	Yes – it is required to meet our business/accessibility obligations.  Three quotes were sought and the selected vendor proved the cheapest for the desired size of the poster.

Regards

[REDACTED]  
Senior Investigations Officer

IOS Branch

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After having making such inquiries as are reasonable that the spending proposal

- will make efficient, effective, economical and ethical use of public money and
- is in accordance with the policies of the Commonwealth,

I approve the spending proposal for up to \$700 per Regulation 9 of the FMA Regulations, to be undertaken this year.

Signature [REDACTED]

Position Director Immigration Detention Review Team

Date 14 August 2013

CC actioning officer

[REDACTED]

Reg 9/2014 -88

**From:** [REDACTED]  
**Sent:** Thursday, 23 May 2013 11:41 AM  
**To:** [REDACTED]  
**Subject:** RE: Approval for printing [SEC=UNCLASSIFIED]

NEW 006

Thanks [REDACTED] - approved. [REDACTED]

**From:** [REDACTED]  
**Sent:** Wednesday, 22 May 2013 2:02 PM  
**To:** [REDACTED]  
**Subject:** Approval for printing [SEC=UNCLASSIFIED]

As discussed, we received quotes for printing the updated ACT brochure.

Number of units	800	1000	1200
New Millenium	\$711.70	\$739.20	\$768.90
[REDACTED]	\$1,089.00	\$1,122.00	\$1,155.00
[REDACTED]	\$1140.70	\$1166.00	\$1193.50

You asked that we get 2000 brochures printed and the revised quote from New Millenium was \$939.40.

Would you please confirm your approval for expenditure of \$939.40.

[REDACTED]  
[REDACTED]  
Director, Office of the ACT Ombudsman, GPO Box 442, Canberra ACT 2601  
**Phone:** [REDACTED]

Australian Capital Territory

OMBUDSMAN



## Spending Proposal Up to \$2,000 – Reg 9 Consideration – by email

I am seeking your approval, as a FMA Regulation 9 delegate, to spend Office monies as follows:

Vendor: where you are buying the goods or services	New Millennium Print
Value: total value including GST	\$\$1,248.50
Timeframe: in which financial month and year	October 2013 (Month 4, 2013)
Purpose: what is it for and why	<i>Making a Complaint Brochure – 3,000 units as per Quote 87059</i>
Is it consistent with Government policies?: any reason why it may not be a good idea	Yes – in such that the quotation represents good value for money taking into account the value of the quoted works and previous reliability of the supplier, and also being under \$10,000 the Office is not required to report the contract to AusTender within 42 days of entering into the contract.

Please provide your agreement to this spending proposal using the words provided below, and copy in Finance.

Regards

*Sent to*

*20-9-13*

After having making such inquiries as are reasonable that the spending proposal

- will make efficient, effective, economical and ethical use of public money and
- is in accordance with the policies of the Commonwealth,

I approve the spending proposal for up to \$2000.00 per Regulation 9 of the FMA Regulations, to be undertaken this year.

Signature

Position

Date

CC

[Redacted Signature]

*Acting Director, GABI*

*24 September 2013*

[Redacted CC]

Reg 9/2014-23

NEW Q96

**From:** [REDACTED]  
**Sent:** Wednesday, 19 June 2013 3:36 PM  
**To:** [REDACTED]  
**Subject:** RE: Pls approve reprint of OSO English brochures for CISA conference & other orders [SEC=UNCLASSIFIED]

approved

[REDACTED]  
Director – Overseas Students, Environment and Climate Change  
Commonwealth Ombudsman

Ph: [REDACTED] Fax: [REDACTED] Mob: [REDACTED]  
email: [REDACTED]

*Assisting the Australian community by resolving complaints and fostering good government administration*

---

**From:** [REDACTED]  
**Sent:** Wednesday, 19 June 2013 11:48 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Pls approve reprint of OSO English brochures for CISA conference & other orders [SEC=UNCLASSIFIED]

Hi [REDACTED]

We are running low on OSO brochures since we sent out the provider e-newsletter in May, which resulted in many brochure requests from providers. We need to reprint before the CISA conference too.

[REDACTED] has obtained a quote for \$640.20 to reprint 10,000 brochures, which is cheaper than the \$704.00 we paid to the last printing company. This should provide us with enough brochures for a 6 -12 month period.

I seek your approval of this expenditure as the Regulation 9 delegate.

Thanks,

[REDACTED]  
Senior Investigation Officer  
OVERSEAS STUDENTS OMBUDSMAN  
Ph: [REDACTED] Fax: 02 6276 0123  
Email: [REDACTED]  
Web: [www.oso.gov.au](http://www.oso.gov.au)

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**From:** [REDACTED]  
**Sent:** Wednesday, 19 June 2013 11:36 AM  
**To:** [REDACTED]  
**Subject:** FW: Overseas Students Ombudsman Flyer Quote 85804 [SEC=UNCLASSIFIED]

[REDACTED]  
Please find quote attached for reprinting flyers

# Spending Proposal Up to \$2,000 – Reg 9 Consideration – by email

*Cut and paste all the information below into a new email*

I am seeking your approval, as a FMA Regulation 9 delegate, to spend Office monies as follows:

Vendor :	Printstant
Value: total value including GST	300.00
Timeframe: in which financial month and year	June 2014 <i>Penkmarks</i>
Purpose: what is it for and why	<u>Rectify lighting issues within Lvl 5 14 Childers St</u>
Is it consistent with Government policies?: any reason why it may not be a good idea	Yes – in such that the quotation represents good value for money taking into account the value of the quoted works and previous reliability of the supplier, and also being under \$10,000 the Office is not required to report the contract to AusTender within 42 days of entering into the contract.

Please provide your agreement to this spending proposal using the words provided below, and copy in Finance.

Regards

Name



After having making such inquiries as are reasonable that the spending proposal

- will make efficient, effective, economical and ethical use of public money and
- is in accordance with the policies of the Commonwealth,

I approve the spending proposal for up to \$300 per Regulation 9 of the FMA Regulations, to be undertaken this year.

Signature



Position

*SAO – JFTB*

Date

*16.6.14*

CC actioning officer



From: [REDACTED]  
 Sent: Thursday, 12 June 2014 2:21 PM  
 To: [REDACTED]  
 Subject: RE: Reg 9 approval for Supply and Printing of Posters for Vanuatu Ombudsman office [SEC=UNCLASSIFIED]

After having making such inquiries as are reasonable that the spending proposal

- will make efficient, effective, economical and ethical use of public money and
- is in accordance with the policies of the Commonwealth,

I approve the spending proposal for up to <\$330.... enter amount including GST> per Regulation 9 of the FMA Regulations, to be undertaken this year.

[REDACTED]  
 Director | International  
 Commonwealth Ombudsman  
 ph: [REDACTED] | fax: [REDACTED]  
 email [REDACTED]

From: [REDACTED]  
 Sent: Thursday, 12 June 2014 1:00 PM  
 To: [REDACTED]  
 Subject: Reg 9 approval for Supply and Printing of Posters for Vanuatu Ombudsman office [SEC=UNCLASSIFIED]

I am seeking your approval, as a FMA Regulation 9 delegate, to spend Office monies as follows:

<b>Vendor:</b> <i>where you are buying the goods or services</i>	Prinstant
<b>Value:</b> <i>total value including GST</i> When estimating the amount for approval, please take into consideration the cost of GST, credit card surcharges, postage and account handling fees etc. These items can sometimes be an additional cost at the end of a transaction. Please consider these items when requesting Regulation 9 approval as this will prevent the Office from incurring a breach, which will be included in the Certificate of Compliance.	\$330 (including GST)
<b>Timeframe:</b> <i>in which financial month and year</i>	June 14
<b>Purpose:</b> <i>what is it for and why</i>	To purchased 585 printed posters 195 each of 3 kinds of copies each printed on 148gsm coated satin stack in full colour one side only Finished size A3. Printed with the wording and translations



Reg 9/2014-188

NEW QQ6

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 9:03 AM  
**To:** [REDACTED]  
**Subject:** FW: Reg 9 approval for Taxation Ombudsman Bookmark [SEC=UNCLASSIFIED]

Reg 9 ... let's talk as soon as we can

**From:** [REDACTED]  
**Sent:** Friday, 14 February 2014 8:47 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Reg 9 approval for Taxation Ombudsman Bookmark [SEC=UNCLASSIFIED]

Thanks [REDACTED] – yes, approved. [REDACTED]

**From:** [REDACTED]  
**Sent:** Tuesday, 11 February 2014 4:46 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Reg 9 approval for Taxation Ombudsman Bookmark [SEC=UNCLASSIFIED]

Hello [REDACTED]

[REDACTED] has kindly assisted by obtaining quotes for the design and print of 3,000 Taxation Ombudsman bookmarks. [REDACTED] quote summary is detailed in the attached email but the best value for money deals are include in the Reg9 template (below) submitted for your approval.

I am seeking your approval, as a FMA Regulation 9 delegate, to spend Office monies as follows:




<b>Vendor:</b> <i>where you are buying the goods or services</i>	1. Fusebox – Graphic design 2. New Millennium - print
<b>Value:</b> <i>total value including GST</i>	Total = <b>\$1002.10</b> which is made up of: <ul style="list-style-type: none"><li>• Graphic design = \$418.00</li><li>• Printing (3,000) = \$584.10</li></ul> See quotes advised in email attached.
<b>Timeframe:</b> <i>in which financial month and year</i>	March 2014
<b>Purpose:</b> <i>what is it for and why</i>	Taxation Ombudsman Bookmark – to be used as part of Stakeholder engagement strategy – outreach to tax office staff and tax agents.
<b>Is it consistent with Government policies?:</b> <i>any reason why it may not be a good</i>	Project discussed with Acting Ombudsman by Chief Operating Officer and approved to proceed. See attached email.

**idea**

Please read the relevant procurement connected  
policies

Please provide your agreement to this spending proposal using the words provided below, and copy in Finance.

Regards

  
Assistant Director, Treasury & Postal Industry  
COMMONWEALTH OMBUDSMAN  
phone:  | fax:   
email: [Ombudsman@ombudsman.gov.au](mailto:Ombudsman@ombudsman.gov.au)  
website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

Influencing agencies to treat people fairly through our investigations of their administration

<< Message: Taxation Ombudsman bookmark - design/printing quotes [SEC=UNCLASSIFIED]

>>

<< Message: FW: a few things [SEC=UNCLASSIFIED] >>

After having making such inquiries as are reasonable that the spending proposal

- will make efficient, effective, economical and ethical use of public money and
- is in accordance with the policies of the Commonwealth,

I approve the spending proposal for up to \$1,002.10 per Regulation 9 of the FMA Regulations, to be undertaken this year.

Signature \_\_\_\_\_

Position Senior Assistant Ombudsman - Justice, Finance and Territories branch

Date \_\_\_\_\_

**Approver to forward to  once approved**

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Merchandise or Promotional Material

**Senator:** Senator Ludwig

**Question reference number:** 123

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since 7 September 2013:

- (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 the 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?

## Answers:

(1) Yes.

(2) to (6) and (8) to (11):

Item	Purpose	Cost	Quantity	Area	Approval	Minister Notified?	Created By	Procurement Type	Selection Members
1. Banner	Public Interest Disclosure Scheme	\$906	1	Program Area	Senior Assistant Ombudsman	Not applicable	Bytes n Colours	Request for quotation	Three (3)
2. Calico carry bags	International program	\$1,895	250	Program Area	Director, International	Not applicable	Copperhead Screen Printing	Sole source	One (1)
3. Calico carry bags	International program	\$1,197	200	Program Area	Director, International	Not applicable	Copperhead Screen Printing	Sole source	One (1)
4. T-shirts	International program	\$1,663	100	Program Area	Director, International	Not applicable	Paddywack Promotional Products	Request for quotation	Three (3)
5. Poster	Immigration program	\$580	1,000	Program Area	Director, Immigration Detention Review	Not applicable	Paragon Printers	Request for quotation	Three (3)
6. Brochure – <i>Making a Complaint</i>	ACT Complaint Handling Information - reprint	\$854	2,000	Program Area	Senior Assistant Ombudsman	Not applicable	New Millennium Print	Request for quotation	Three (3)
7. Brochure – <i>Making a Complaint</i>	Complaint Handling Information - reprint	\$1,203	3,000	Program Area	A/Director, Governance	Not applicable	New Millennium Print	Request for quotation	Three (3)
8. Flyer	Overseas Student Ombudsman program	\$582	10,000	Program Area	Director, Overseas Students	Not applicable	New Millennium Print	Request for quotation	Three (3)
9. Bookmark	Norfolk Island Ombudsman	\$140	500	Program Area	Senior Assistant Ombudsman	Not applicable	Printstant	Request for quotation	Three (3)
10. Poster	International program	\$300	585	Program Area	Director, International	Not applicable	Printstant	Request for quotation	Three (3)
11. Bookmark	Taxation Ombudsman program	\$594	3,000	Program Area	Senior Assistant Ombudsman	Not applicable	New Millennium Print	Request for quotation	Three (3)

(7) Copies of authorisation are attached.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** FOI – Statistics

**Senator:** Senator Ludwig

**Question reference number:** 124

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (1) How many FOI requests were received between 7 September 2013 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 7 September 2013 and 31 October 2014, seventy-two (72) valid requests for documents under the FOI Act were received.
- (2) Of the requests received, seventy (70) were finalised within the regular timeframes provided under the FOI Act.
- (3) Two (2) were granted an extension of time under s 15AA of the FOI Act.
- (4) None were granted an extension of time under s 15AB of the FOI Act.

(5) None were finalised out of time.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Savings and Efficiency Measures

**Senator:** Senator Ludwig

**Question reference number:** 125

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since the Appropriation Bills 2014 were passed by the Parliament:

- (1) How many measures, savings tasks or efficiency measures contained in the Appropriations bills have not been actioned or have had no guidance instructions issued?
- (2) For each measure or task identified in question 1:
  - a. What is the timeframe for implementation?
  - b. Who is the responsible agency for actioning these measures, guidelines or tasks?
  - c. When was the Minister last briefed on this item? Was this briefing requested by the minister or initiated by the department?
  - d. What action has the minister asked be done on this policy?

**Answer:**

- (1) The Office has actioned all measures, savings tasks or efficiency measures contained in the Appropriations bills, relevant to the Office.
- (2) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Contracts Under \$10,000

**Senator:** Senator Ludwig

**Question reference number:** 126

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (1) Please provide a detailed list of all contracts entered into that are worth between \$4,000 and \$10,000?

**Answer:**

- (1) The Office has not entered into any contracts worth between \$4,000 and \$10,000 between 1 June to 31 October 2014.



**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Consultancies

**Senator:** Senator Ludwig

**Question reference number:** 127

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (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 (i.e. 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?
  - a. List each, including name, cost and purpose
  - b. If so, why?

**Answer:**

- (1) The Office has undertaken one (1) consultancy contract between 1 June and 31 October 2014. The details are provided below:

<b>Supplier</b>	<b>Subject Matter</b>	<b>Duration</b>	<b>Cost</b>	<b>Procurement Method</b>
VITIL Services Pty Ltd	ICT Advisory Services for the Office of the Ombudsman – Solomon Islands	24/10/14-30/06/15	\$18,000	Limited
<b>TOTAL COST</b>			<b>\$18,000</b>	

(2) The Office has no other consultancies planned for this calendar year.

(3) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Electronic Equipment

**Senator:** Senator Ludwig

**Question reference number:** 128

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (1) Other than phones, ipads or computers – please list the electronic equipment provided to the Minister's office.
- a. List the items
  - b. List the items location or normal location
  - c. 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
  - d. List the total cost of the items
  - e. List an itemised cost breakdown of these items
  - f. List the date they were provided to the office
  - g. Note if the items were requested by the office or proactively provided by the department.

**Answer:**

- (1) The Office does not provide electronic equipment to the Minister's office.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Media Subscriptions

**Senator:** Senator Ludwig

**Question reference number:** 129

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

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

d. What has been the cost of this package/s during the specified period??

**Answer:**

(1) The Office does not pay for any pay TV subscriptions.

(2) The Office subscribes to the following newspapers:

- Adelaide Advertiser
- Canberra Times
- Courier Mail
- Financial Review
- Herald Sun
- Sydney Morning Herald
- The Age
- The Australian.

The newspapers are for staff reference in relation to local and national issues and activities pertinent to their areas of responsibility. The Office does not subscribe to a media monitoring service.

The financial management information system used by the Office can only provide this data on a monthly basis. The cost of the newspapers from 1 June to 31 October 2014 was \$2,924.23.

The Office does not provide newspapers to the Minister or their office.

(3) The Office does not pay for any magazine subscriptions nor does it provide any to the Minister or their office.

(4) The Office did not pay for any publications nor does it provide any to the Minister or their office.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Media Monitoring

**Senator:** Senator Ludwig

**Question reference number:** 130

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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?
  - a. Which agency or agencies provided these services?
  - b. What has been spent providing these services during the specified period?
  - c. 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?
  - a. Which agency or agencies provided these services?
  - b. What has been spent providing these services during the specified period?
  - c. Itemise these expenses.

**Answer:**

- (1) The Office does not provide media monitoring services to the Minister's office.
- (2) The Office does not currently have a media monitoring service.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Media Training

**Senator:** Senator Ludwig

**Question reference number:** 131

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

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

- b. The number of employees who took part on each occasion
- c. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
- d. Any costs the department or agency's incurred to use the location?

**Answer:**

- (1) Since Budget Estimates in June 2014, the Office has not purchased any media training services.
- (2) Not applicable.
- (3) Not applicable.



**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Report Printing

**Senator:** Senator Ludwig

**Question reference number:** 132

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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) Since Budget Estimates in June 2014 and up to 31 October 2014, the Office has not pulped, put in storage, shredded or disposed of any reports, budget papers, statements, white papers or report-like documents printed for or by the Office.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Computers

**Senator:** Senator Ludwig

**Question reference number:** 134

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

- (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 department's computers, the contractual arrangements for operating software and the on-going costs.

**Answer:**

- (1) The Office does not administer arrangements for Ministers/Parliamentary Secretaries and therefore has not provided any computers for them.
- (2) The Office owns 179 computers and 52 laptops. The breakdown by Office location is:

Office	Laptop	Computer
Canberra	39	111
Sydney	2	15
Brisbane	4	14

<b>Office</b>	<b>Laptop</b>	<b>Computer</b>
Adelaide	3	18
Perth	2	4
Melbourne	2	17
<b>Total</b>	<b>52</b>	<b>179</b>

The total cost of 52 laptops based on the original purchase price is \$38,589.20. The total cost of 179 computers based on the original purchase cost is \$171,391.40.

- (3) The Office's computers utilise Microsoft Windows 7 Enterprise operating system. The licenses are provided via the Department of Finance Microsoft Volume Sourcing Arrangement (VSA II) Core Desktop Licensing (CDL). The annual expense to the Office is \$20,275.78 (excluding GST) which is based on a per user (not per device) licensing model.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Travel Costs – Department

**Senator:** Senator Ludwig

**Question reference number:** 135

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 3

**Question:**

Since Budget Estimates in June 2014:

- (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) List all occurrences of travel that this has occurred under.
- (6) Detail the process.
- (7) When is the minister notified, when is approved provided?
- (8) 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).
- (9) 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.

- (10) What date was the minister or their office notified of the travel?
- (11) What date did the minister or their office approve the travel?
- (12) 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 Minister has to approve international travel greater than \$20,000 as per *Resource Management Guide No. 405 – Official International Travel – Approval and Use of the Best Fare of the Day*.
- (2) Not applicable.
- (3) Not applicable.
- (4) Not applicable.
- (5) Not applicable.
- (6) Not applicable.
- (7) Not applicable.
- (8) Office staff did not conduct any travel to accompany the Minister and/or Parliamentary Secretary.
- (9) The Office 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 complies with the Whole-of-Australian-Government travel policies including *Resource Management Guide No. 404 – Official Domestic Travel – Use of the Lowest Practical Fare* and *Resource Management Guide No. 405 – Official International Travel – Approval and Use of the Best Fare of the Day*.

Accommodation and travel allowance is booked using pre-determined limits. Travel is undertaken to fulfil our role in relation to our statutory obligations and international program activities. From 1 June 2014 to 31 October 2014, the total Office expense for Travel was \$293,188.07. The break-down is as follows:

Type	\$
Domestic Airfares	59,408.03
Domestic Accommodation	42,607.10
Domestic Travel Allowance	37,673.10
Overseas Airfares	74,630.56
Overseas Accommodation	21,406.28
Overseas Travel Allowance	57,463.00
<b>TOTAL TRAVEL</b>	<b>293,188.07</b>

(10) Not applicable.

(11) Not applicable

(12) Some Office travel is planned for the remainder of the 2014 calendar year, in relation to the Office's statutory obligations and international program activities. This includes travel for outreach and immigration detention inspection purposes.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Senate Estimates Briefing

**Senator:** Senator Ludwig

**Question reference number:** 137

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (1) How many officers have been responsible for preparing the department, agency, Minister or representing Minister's briefing pack for the purposes of senate estimates?
- (2) How many officer hours were spent on preparing that information?
  - a. Please break down the hours by officer APS classification.
- (3) Were drafts shown to the Minister or their office before senate estimates?
  - a. If so, when did this occur?
  - b. How many versions of this information were shown to the minister or their office?
- (4) Did the minister or their office make any contributions, edits or suggestions for departmental changes to this information?
  - a. If so, when did this occur?
  - b. What officer hours were spent on making these edits? Please break down the hours by officer APS classification.
  - c. When were the changes made?
- (5) Provide each of the contents page of the Department/Minister/representing Minister's Senate Estimates folder prepared by the department for the Additional Estimates hearings in February 2014.

**Answer:**

- (1) An Executive Level 1 officer is primarily responsible for the preparation of the Office's briefing pack for the purposes of senate estimates.
- (2) The Office does not record data in a way that would readily allow it to answer this question without an unreasonable diversion of resources.
- (3) No.
- (4) No.
- (5) Not applicable.



**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Government Payment of Accounts

**Senator:** Senator Ludwig

**Question reference number:** 138

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (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?
- (6) How many payments owed (as a number and as a percentage of the total) have been paid in over 120 days?
- (7) 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?
- (8) Where interest is being paid, what rate of interest is being paid and how is this rate determined?

**Answer:**

- (1) From 1 June to 31 October 2014, the average time period for the Office to pay its accounts to contractors, consultants or others was 11 days.
- (2) 703 payments (93.24%) owed by the Office were paid in under 30 days.
- (3) 41 payments (5.44%) owed by the Office were paid between 30 and 60 days.
- (4) Eight (8) payments (1.06%) owed by the Office were paid between 60 and 90 days.
- (5) One (1) payment (0.13%) owed by the Office was paid between 90 and 120 days.
- (6) One (1) payments (0.13%) owed by the Office was paid in over 120 days.
- (7) No interest is being paid on overdue amounts.
- (8) Not applicable.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Meeting Costs

**Senator:** Senator Ludwig

**Question reference number:** 140

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (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 Estimates, 2014 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 Office does not generally facilitate meetings of a nature that requires venue hire or catering and therefore does not record information at this level. Meetings are generally held within our own premises and are only catered where external parties are present and provision of reasonable sustenance is appropriate. For the period 1 June to 31 October 2014 the Office has spent nil on meeting costs.

- (2) The Office does not provide meeting support to Minister or Parliamentary Secretary offices.
- (3) At this point in time the Office has no planned meeting spend.
- (4) The Office does not provide meeting support to Minister or Parliamentary Secretary offices.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Hospitality and Entertainment

**Senator:** Senator Ludwig

**Question reference number:** 141

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (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) From 1 June to 31 October 2014, the Office has had \$372.73 hospitality spend.
- (2) The Office does not provide hospitality support for Minister or Parliamentary Secretary office staff.
- (3) From 1 June to 31 October 2014, the Office has had nil entertainment spend.
- (4) The Office does not provide entertainment support for Minister or Parliamentary Secretary office staff.
- (5) No hospitality spend is planned for the Office.
- (6) The Office does not provide hospitality support for Minister or Parliamentary Secretary office staff.
- (7) No entertainment spend is planned for the Office.
- (8) The Office does not provide entertainment support for Minister or Parliamentary Secretary office staff.
- (9) Office hospitality and entertainment spend is minimal: no reductions are planned.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Executive Coaching and Leadership Training

**Senator:** Senator Ludwig

**Question reference number:** 142

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014, 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 from a provider listed under (4), please provide:
  - a. The name and nature of the service purchased
  - b. Whether the service is one-on-one or group based
  - c. The number of employees who received the service and their employment classification
  - d. The total number of hours involved for all employees (provide a breakdown for each employment classification)
  - e. The total amount spent on the service
  - f. 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:
- The location used
  - The number of employees who took part on each occasion (provide a breakdown for each employment classification)
  - The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
  - 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) Not applicable.
- (7) The Office has provided six (6) employees with access to graduate or post graduate study. The details are provided below:

<b>Staffing Allocation</b>	<b>Degree/Program Title</b>
EL2	Diploma in Human Resources Management
EL1	Diploma in Modern Languages
APS 6	Bachelor of Commerce
APS 4	Post Graduate Diploma of Psychology
APS 4	Certificate IV in Government (Investigations)



**Senate Finance and Public Administration Legislation Committee**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Staffing Profile

**Senator:** Senator Ludwig

**Question reference number:** 143

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 3

**Question:**

Since Budget Estimates in June 2014:

- (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) The changes to the Office's current staffing profile from the figures provided for 31 May 2014 to current figures as at 31 October 2014 are provided in the tables below. The figures exclude the two statutory office holders employed by the Office but includes staff on long term leave etc.

Table 1: Provides a breakdown of figures by classification.

Classification	Level	31 May 2014	31 October 2014
APS	1		
	2		
	3	10	7
	4	27	26
	5	22	22
	6	29	27

Classification	Level	31 May 2014	31 October 2014
Executive Level	1	46	40
	2	19	16
Senior Executive Staff	Band 1	5	5
<b>Total</b>		<b>158</b>	<b>143</b>

Table 2: Provides a breakdown of figures by classification level, division and home base location (including town/city and state).

		LOCATION (In the capital city of the state listed)													
BRANCH	CLASSIFICATION	ACT		NSW		VIC		SA		WA		QLD		TOTAL	
		My	Oct	My	Oct	My	Oct	My	Oct	My	Oct	My	Oct	My	Oct
<b>Executive</b>	APS Level 4	2	2											2	2
	APS Level 5	2	1											2	1
	Executive Level 1	2	2											2	2
	SES B1	5	5											5	5
<b>Justice, Finance and Territories</b>	APS Level 4		1			1								1	1
	APS Level 5		1			1	1							1	2
	APS Level 6	4	3											4	3
	Executive Level 1	5	6			2	2							7	8
	Executive Level 2	3	3			1	1							4	4
<b>Social Services, Indigenous and Public Interest Disclosures</b>	APS Level 4		1												1
	APS Level 5							1	1					1	1
	APS Level 6		2	1	1					1	1		1	2	5
	Executive Level 1	4	2		1	1	1	1	1			2	2	8	7
	Executive Level 2	1		1	1									2	1
<b>Immigration and Overseas Students</b>	APS Level 4	5	6											5	6
	APS Level 5	1	1	1	1					1		1	1	4	3
	APS Level 6	1	1								1	1	1	2	3
	Executive Level 1	6	6											6	6
	Executive Level 2	2	2									1		3	2
<b>Operations</b>	APS Level 3	3	1	1	1	2	1	4	4					10	7
	APS Level 4	6	3			1	2	4	4					11	9
	APS Level 5	6	3	2	2	2	4		1	2	2	2	3	14	15
	APS Level 6	9	10			2	1	2	1			1	1	14	13
	Executive Level 1	7	4	2		1	1	1	1			2	3	13	9
	Executive Level 2	1	1	1				1	1				1	3	3

		LOCATION (In the capital city of the state listed)													
BRANCH	CLASSIFICATION	ACT		NSW		VIC		SA		WA		QLD		TOTAL	
		My	Oct	My	Oct	My	Oct	My	Oct	My	Oct	My	Oct	My	Oct
Corporate (inc. staff on long-term leave etc.)	APS Level 4	8	7											8	7
	APS Level 5	0	0												
	APS Level 6	7	3											7	3
	Executive Level 1	9	7			1	1							10	8
	Executive Level 2	7	6											7	6
TOTALS		106	90	9	7	15	15	14	14	4	4	10	13	158	143

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
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**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Staffing Reductions

**Senator:** Senator Ludwig

**Question reference number:** 144

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (1) How many staff reductions/voluntary redundancies have occurred?
  - a. 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) From 1 June to 31 October 2014, the Office has had four voluntary redundancies.
  - a. One employee was deemed to be excess as they were returning from long term temporary transfer with another agency and no position was available in which to place them. The other three employees were deemed to be excess due to their positions being abolished as part of a restructure.
- (2) No.
- (3) The Office is likely to offer voluntary redundancies during the remaining period of the 2014/15 financial year. No services/programs will be cut as a result of the proposed redundancies.
- (4) The redundancies are being offered to take the opportunity to re-profile the Office's workforce and ensure the Office's future financial sustainability.
- (5) No.
- (6) From 1 June to 31 October 2014, the Office has had eleven ongoing staff leave (including the four employees who accepted voluntary redundancies referred to in Question 1): Five (5) x EL 2, two (2) x EL1, three (3) x APS6, one (1) x APS5.
- (7) From 1 June to 31 October 2014, the Office has had four (4) non-ongoing staff leave: One (1) x EL1, two (2) x APS4 and one (1) x APS3.
- (8) The voluntary redundancy benefits provided are in line with the provisions of the Office's Enterprise Agreement of two weeks' salary for each year of service.
- (9) The redundancy benefits paid were consistent with the general redundancy provisions for APS employees.
- (10) The voluntary redundancies were paid from within existing budgets.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Staffing Recruitment

**Senator:** Senator Ludwig

**Question reference number:** 145

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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) Nil
- (2) From 1 June 2014 to 31 October 2014, the Office has not created any new non-ongoing positions.
- (3) From 1 June 2014 to 31 October 2014, the Office has not employed any employees on contract.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Coffee Machines

**Senator:** Senator Ludwig

**Question reference number:** 146

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (1) Has the department/agency purchased, leased or rented any coffee machines for staff usage?
  - a. If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased?
  - b. Why were coffee machines purchased?
  - c. Has there been a noticeable difference in staff productivity since coffee machines were purchased? Are staff leaving the office premises less during business hours as a result?
  - d. Where did the funding for the coffee machines come from?
  - e. Who has access?
  - f. Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
  - g. What are the ongoing costs of the coffee machine, such as the cost of coffee?

**Answer:**

- (1) The Office has not purchased, leased or rented coffee machines for staff usage since Budget Estimates in June 2014.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Printing

**Senator:** Senator Ludwig

**Question reference number:** 147

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (1) How many documents (include the amount of copies) have been printed?
  - a. How many of these printed documents were also published online?
- (2) Has the Department/Agency used external printing services for any print jobs?
  - a. If so, what companies were used?
  - b. How were they selected?
  - c. What was the total cost of this printing by item?

**Answer:**

- (1) The Office has printed the following documents from 1 June 2014 to 31 October 2014:

<b>Report</b>	<b>No. of Copies</b>
ACT Ombudsman Annual Report	100
Commonwealth Ombudsman Annual Report	500

Both documents have been published online on the Office website:

[www.ombudsman.gov.au](http://www.ombudsman.gov.au).



- (2) The Office utilised the following external printing services from 1 June 2014 to 31 October 2014:

<b>Supplier</b>	<b>Purpose</b>	<b>Cost</b>
Canprint Communications	ACT Annual Report	770.00
	Commonwealth Annual Report	6,530.00
New Millennium Print	Envelopes	1,103.00
Printstant	Business cards	390.00
<b>Total cost</b>		<b>\$8,793.00</b>

Each print job was sourced as appropriate in line with the Commonwealth Procurement Rules and the relevant procurement thresholds.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Corporate Cars

**Senator:** Senator Ludwig

**Question reference number:** 148

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (1) How many cars are owned by each department/agency?
  - a. Where are the cars located?
  - b. What are the cars used for?
  - c. What is the cost of each car during the specified period?
  - d. How far did each car travel during the specified period?
- (2) How many cars are leased by each department/agency?
  - a. Where are the cars located?
  - b. What are the cars used for?
  - c. What is the cost of each car during the specified period?
  - d. How far did each car travel during the specified period?

**Answer:**

- (1) The Office does not own any cars.
- (2) The Office does not lease any cars.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

Prime Minister and Cabinet Portfolio

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Taxi Costs

**Senator:** Senator Ludwig

**Question reference number:** 149

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 1

**Question:**

Since Budget Estimates in June 2014:

- (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) The Office taxi cost from 1 June 2014 to 31 October 2014 was \$23,967.68. The Office cannot provide a breakdown for each business group without an unreasonable diversion of resources.
- (2) The reasons for the taxis spend were to discharge the Office's functions and work.
- (3) Nil.

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**SUPPLEMENTARY BUDGET ESTIMATES 2014-2015**

**Prime Minister and Cabinet Portfolio**

**Department/Agency:** Office of the Commonwealth Ombudsman

**Outcome/Program:**

Outcome 1. Fair and accountable administrative action by Australian Government agencies by investigating complaints, reviewing administrative action and inspecting statutory compliance by law enforcement agencies.

**Topic:** Grants

**Senator:** Senator Ludwig

**Question reference number:** 150

**Type of question:** Written

**Date set by the committee for the return of answer:** 31 December 2014

**Number of pages:** 2

**Question:**

Since Budget Estimates in June 2014:

- (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.
  - a. 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.
  - a. 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 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.