

Estimates Committee 2006
Questions Taken On Notice

(20/06/2006 to 31/08/2006)

Date: 20/06/2006 Output: 1.0 Office of the
Ombudsman
Sub Output: 1.1 Office of the
Ombudsman
Subject: Inquiries and Complaints - Timeframe for Resolution

From: Ms Jodeen Terese CARNEY to Chief Minister
Ombudsman for the NT

Question: **3-3**
Can you provide an analysis of timeframes for resolving complaints in other jurisdictions and further, can you break it down to a per capita analysis so that it is a real analysis with the other jurisdictions?

Answer:
Answered On: 28/06/2006

ESTIMATES COMMITTEE

Questions Taken on Notice

Date: 20 June 2006

Output: 1.0 Office of the Ombudsman
Sub Output: 1.1 Office of the Ombudsman

Subject: Inquiries and Complaints – Timeframe for Resolution

From: Ms Jodeen Terese CARNEY To: Chief Minister

Department: Ombudsman for the NT

Number: 3-3

Question: Can you provide an analysis of timeframes for resolving complaints in other jurisdictions and further, can you break it down to a per capita analysis so that it is a real analysis with the other jurisdictions?

Answer: Each Australian Ombudsman provides detailed statistics of its activities and performance but there is no consistency or compatibility in what is reported. Because of this I am unable to provide the comparisons requested by the Estimates Review Committee.

A project to compare outputs across all Australian jurisdictions commenced some time back but was abandoned because of the differences in categorisation and definitions.

All the Ombudsman's Annual Reports are available on the web and they provide detailed statistics of their respective activities. I have extracted some statistics from the New South Wales Ombudsman and the Independent Commission Against Corruption (NSW), Queensland, Victoria and the Commonwealth Ombudsman (which includes the ACT) and which are attached, together with a chart showing the age of Northern Territory complaints.



CAROLYN RICHARDS
Ombudsman
28 June 2006

VICTORIA OMBUDSMAN

2004/05	Total enquiries	15,753
	Total complaints	2,974

53% of complaints completed within 30 days of receipt
85% of complaints completed within 90 days
6% of complaints (ie 178) took longer than 180 days

NEW SOUTH WALES OMBUDSMAN

Police complaints not finalised within 180 days:

At	February 2002	193
	May 2003	103
	March 2004	88
	November 2004	99
	February 2005	71

Total complaints against police finalised:

2002/03	3,240
2003/04	3,316
2004/05	4,367

Total complaints finalised against all agencies in New South Wales (except Police):

2004/05	3,014
(Time frames not given)	

QUEENSLAND OMBUDSMAN

2004/05 Total number of complaints finalised 7,949

Time frames for completion:

Less than 10 days	71%
11-30 days	18%
31-60 days	5%
61-180 days	4%
Over 180 days	2%

Complaints against Police in Queensland are not within the jurisdiction of the Ombudsman

COMMONWEALTH OMBUDSMAN

2004/05 Annual Report – Time taken to finalise complaints

Complaints against Australian Federal Police:

1-3 months	33%
3-6 months	28%
6-12 months	14%
1-2 years	3%

Total number of complaints 2004/05 against Australian Federal Police = 696

Other complaints and approaches received by Commonwealth Ombudsman 2004-05
(includes ACT) 16,614

Time to finalise:

1-7 days	30%
8-30 days	18%
1-3 months	14%
3-6 months	5%
6-12 months	4%

INDEPENDENT COMMISSION AGAINST CORRUPTION (NSW)

Total complaints/reports investigated in 2004/05 = 2,511

Average time taken for complaints = 41.2 days

Total investigations 2004/05 = 51

Investigations finalised within 180 days = 30, ie, 58%

NORTHERN TERRITORY

Age of open complaints (As at 19/06/2006)

	>6 mnths	6-9 mnths	9-12 mnths	12-18 mnths	<18 mnths	TOTAL
Police	66	6	10	12	2	96
Corrections	8		1	1	1	11
General	17	1	1		2	21
Local Govt			1			1
TOTAL	91	7	13	13	5	129

Police – 30% < 180 days

Corrections – 30% < 180 days

General – 20% < 180 days

Overall – 30% < 180 days