

Estimates Committee 2005

Questions Taken On Notice

(23/06/2005 to 01/10/2005)

Date: 05/07/2005 Output: 1.0
Sub Output: 1.1
Subject: Audits - Average Costing

From: Ms Jodeen Terese CARNEY to Chief Minister
Ombudsman's Office

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Question: In relation to the Office of the Ombudsman, could you provide, in respect of the 2004-05 financial year, the average cost of access/awareness services and the average cost of resolving inquiries/complaints?

Answer:

Answered On: 12/07/2005

Answer: Ombudsman for the NT

Average cost of access/awareness services \$1,349

Average cost of resolving inquiries/complaints \$ 708

Health and Community Services Complaints Commission

Average cost of access/awareness services \$ 587

Average cost of resolving inquiries/complaints \$1,771

NOTE:

These figures have been calculated using actual inquiries and complaints closed in 2004/05, actual access & awareness visits performed and has taken into consideration the Treasurer's Advance of \$152,000 received post budget.