

Access to Government Funded Community Services

Presenter

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Catholic Social Services Australia National
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Snapshot of the Commonwealth Ombudsman

- Complaints – in 2008/09, 45719 approaches; 5233 investigations; Centrelink (37%); CSA (13%); AP (11%)
- Improving government administration – eg, 20 reports; administrative deficiency recorded in 10% of cases; publication of fact sheets and e-bulletins
- Jurisdiction – over all of Aust Govt; over government service providers; and cooperative arrangements with State Ombudsman offices

Recent work

- Illustrative complaints
 - CSA – failure to collect child support
 - FaHCSIA – helping children with autism
 - Centrelink – dealing with mental health
 - CDDA – compensation for administrative error
 - Multiple agencies – assisting the customer to resolve the problem

Recent work

- Reports
 - NTER – need for better communication of results of asbestos survey
 - Administration of the Economic Security Strategy Payment
 - Assessment of claims for DSP from people with acute or terminal illness
 - Dealing with mistakes and unintended consequences
- Current own motion inquiry into mental health and service delivery systems

Working together – Ombudsman and Catholic Social Services

- Community round tables
- Joint participation in government agency consultative forums – eg, Child Support National Stakeholder Engagement Group
- Participation in community organisation forums
- Referral of complaints, complaint clinics and informal liason