



Wednesday 23rd of November 2011

Media Statement

SIMON ALLSTON
Ombudsman

ANNUAL REPORT 2010-11

The Tasmanian Ombudsman, Simon Allston, today tabled his Annual Report before both Houses of Parliament.

His report lists the following highlights –

- Significant increases in the number of new complaints received, and in numbers of complaint files closed, in the Health Complaints and Energy Ombudsman jurisdictions
- Reduction in Freedom of Information and Right to Information applications for review, offset by other work in the Right to Information jurisdiction
- Reduction in Budget allocation for 2011/12 and out years
- Prospective closure of the Launceston office as a result of reduced funding
- Efficiencies being explored to address reduced funding
- Seeking systemic improvements without prior formal investigation, where possible
- A number of major investigations completed
- Introduction of online complaint forms

The full report can be seen on the Ombudsman's website at www.ombudsman.tas.gov.au.

This is Mr Allston's last report in this role. He is retiring as Tasmanian Ombudsman and Health Complaints Commissioner with effect from 1 February 2012, to pursue a range of private interests.