Ombudsman Tasmania

Thursday, 19 November 2026

STATEMENT FROM OMBUDSMAN TASMANIA DR GRANT DAVIES

Ombudsman Tasmania has undergone significant change in 2025-26 to improve the services it provides to the Tasmanian community.

“Our purpose is to promote fair treatment and human rights in Tasmania through complaints investigation and systemic review,” Ombudsman Tasmania Dr Grant Davies said.

“We are guided by fairness and transparency and believe that by investing in our people, strengthening our systems and removing unnecessary obstacles we will contribute to a fairer Tasmania.”

In Ombudsman Tasmania’s 2025-26 Annual Report, tabled in Parliament today, Dr Davies noted the creation of a new Strategic Plan 2026-29 strengthened the focus of his office in three key areas - Community and Stakeholder Engagement; Leadership, People and Culture; and Governance and Innovation.

“These pillars reflect both our responsibilities to the Tasmanian community and our commitment to improving how we work,” Dr Davies said.

“By 2029, we want more Tasmanians to know who we are, what we do and when we can help.

“We want fewer barriers between people and our services, better experiences for those who engage with us and stronger public confidence that government and service providers are being held appropriately to account.”

Dr Davies said the appointment of Deputy Ombudsman Natasha Freeman during the reporting year increased his office’s leadership capacity and ability to focus on strategic change.

“We are also clear about where further work is needed. Reducing backlogs, streamlining systems and connecting with the community remain important priorities,” he said. “The establishment of our Diversity, Equity and Inclusion Focus Group also created a new avenue for staff to contribute to an inclusive workplace and to the way we think about the accessibility of our services.

“One way are improving accessibility to our services and connection with the community is by improving our websites. In this process we prioritised the user experience by adopting plain English communication style and increasing accessibility standards.”

Overall, the number of approaches to the Office of the Ombudsman increased by 15% compared to last financial year.

Ombudsman Tasmania

All cases received and closed, with three-year comparison and variance between 2024-25 and 2025-26

Measure	2023-24	2024-25	2025-26	Variance % 2024-25 to 2025-26
Complaints received	660	666	667	0%
Complaints closed	677	676	715	6%
Enquiries received	1142	1291	1581	22%
Enquiries closed	1100	1256	1412	12%
Cases open at 30 June	187	196	327	67%
Total received	**1802**	**1957**	**2248**	**15%**
Total closed	**1777**	**1932**	**2127**	**10%**

State Government departments continued to make up a large percentage of complaints and enquiries, with complaints increasing steadily in the past three years, making up 75% of total complaints received in 2025-26.

Breakdown of complaints received, with three-year comparison and percentage of 2025–26

Category	2023-24	2024-25	2025-26	% of total in 2025-26
State Government departments	386	463	503	75%
Public authorities and GBEs	76	64	79	12%
Local government	63	67	75	11%
Out of jurisdiction	135	72	10	2%

Breakdown of enquiries received, with percentage of 2025–26

Category	2025-26	% of total enquiries received
State Government departments	697	44%
Public authorities and GBEs	139	9%

Local government	172	11%
Out of jurisdiction	573	36%

As Ombudsman Tasmania, Dr Davies also has responsibilities across several other jurisdictions, including Energy Ombudsman, Right to Information (RTI), Official Visitors, Custodial Inspector, Tasmanian National Preventive Mechanism and Health Complaints Commissioner.

While the offices of the Custodial Inspector, Tasmanian National Preventive Mechanism and Health Complaints Commissioner prepare and table separate Annual Reports, reporting for Energy Ombudsman, RTI and Official Visitors is contained within the Ombudsman Annual Report, along with Personal information protection (PIP) matters and public interest disclosures (PID).

Issued by Paula Catchpole on behalf of the Ombudsman Tasmania. Contact: 0472 832 514.