



Ombudsman Tasmania

Tuesday, 11 November 2025

STATEMENT FROM OMBUDSMAN TASMANIA DR GRANT DAVIES

The Office of the Ombudsman Tasmania 2024-25 Annual Report was tabled in State Parliament today. This report reflects the work of former Tasmanian Ombudsman Mr Richard Connock, who retired on 11 July, and his team. The report includes a final message from Mr Connock, who I thank for his generosity and availability during my transition into the role.

It is an opportune time for me to be leading the Office as we develop a new Strategic Plan to ensure the Office remains relevant and contemporary.

The role of the Office of the Ombudsman is to investigate, review and report on complaints and enquiries relating to the administrative actions of Tasmanian public authorities. The Ombudsman can accept a complaint from any person who is personally aggrieved by the administrative actions of a Tasmanian public authority, and who has tried unsuccessfully to resolve their complaint directly with the authority. This continues to be an area of confusion for the Tasmanian public, and one that we will continue to seek to address in the coming year.

2024-25 saw an increase in the number of complaints about State Government departments, in particular the Department of Justice (221 compared to 158 in 2023-24) and the Department of Police, Fire and Emergency Management (51 compared to 20 in 2023-24).

Pleasingly, the number of complaints about the Department for Education, Children and Young People (DECYP), which has responsibility for the Ashley Youth Detention Centre (AYDC), decreased from 82 in 2023-24 to 63 in this reporting year.

Significant changes have been made by DECYP in the way it responds to and manages complaints from young people at AYDC. This was in response to our feedback following delays in us being able to obtain responses to some concerns being raised by young people at AYDC.

The Office has also joined with several other oversight bodies including the Commissioner for Children and Young People, the Custodial Inspector (a role I also hold), the Independent Regulator and senior officers from AYDC and DECYP to create the AYDC Oversight Network. This is designed to ensure effective and efficient oversight of AYDC, while aiming to reduce duplication of work between the individual oversight bodies.

Another area of oversight I have as Ombudsman is the external review entity under the *Right to Information Act 2009* (RTI Act). Priorities for this office for 2024-25 included continuing to reduce the backlog of external review requests, which has been an issue for some time. I am pleased to report that, due to the hard work of my RTI team, significant further progress was achieved in reducing the historical backlog of external review applications awaiting finalisation, with cases at their lowest end of year level since the 2015-16 reporting year, and average days open falling by 120 days over the reporting period.



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Breakdown of number of complaints received, including percentages

Agency	2023-24	2023-24 (%)	2024-25	2024-25 (%)
State government departments	386	56%	464	67%
Local government	63	9%	67	10%
Public authorities and GBEs	76	11%	63	9%
Out of jurisdiction	135	20%	72	10%
Personal information protection	21	3%	7	1%
Public interest disclosure	10	1%	23	3%
TOTAL	691	100%	696	100%

ENDS

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