

Summary of Statistical Information

Ombudsman Jurisdiction	2014-2015						2015-2016				2016-2017			
	Government Departments	Local Government	Other Authorities	Minister	Total		Government Departments	Local Government	Other Authorities	Total	Government Departments	Local Government	Other Authorities	Total
Open matters	1881	932	622	2	3437		1902	909	699	3510	2247	965	798	4010
Closed matters	1857	877	607	2	3343		1888	881	700	3469	2252	991	797	4040
Audit Completed	12				12						1	12		13

FOI Jurisdiction	2014-2015						2015-2016				2016-2017					
	Government Departments	Local Government	Other Authorities	Minister	Total		Government Departments	Local Government	Other Authorities	Minister	Total	Government Departments	Local Government	Other Authorities	Minister	Total
Open External Reviews	82	13	36	7	138		76	20	22	13	131	109	19	51	10	189
Closed External Reviews	52	14	26	7	99		77	12	28	9	126	115	22	40	9	186

ICAC Jurisdiction	2014-2015					2015-2016				2016-2017			
	Government Departments	Local Government	Other Authorities	Total		Government Departments	Local Government	Other Authorities	Total	Government Departments	Local Government	Other Authorities	Total
Matters received under s24 referral	3	23	4	30		5	35	6	46	7	27	15	49
Matters Closed	5	59	10	74		6	24	3	33	6	35	7	48

Return To Work Jurisdiction	2015-2016					2016-2017			
	Claims Agent	Self-Insured Employer	Service Provider	Total		Claims Agent	Self-Insured Employer	Service Provider	Total
Matters received	253	109	62	424		148	58	19	225
Matters Closed	242	109	62	413		151	55	18	224

Section 25 reports completed 2016-17

Ombudsman findings of administrative error under section 25 of the *Ombudsman Act 1972*

Date of report File number	Respondent Agency	Nature of Matter	Outcome
5 Jul 2016 2014/04024	City of Prospect	Unreasonable handling of complaint	s25(1)(b) Finding (Wrong)
14 July 2016 2015/04640	Department for Correctional Services	Unlawful shackling of a prisoner in hospital	s25(1)(a) Finding (Contrary to Law)
4 Aug 2016 2016/02172	City of Marion	Unreasonable complaint handling	s25(1)(b) Finding (Wrong)
8 Aug 2016 2015/08842	Rural City of Murray Bridge (Matter referred by ICAC)	Potential issues of misconduct and/or maladministration	s25(1)(b) Finding (Wrong)
9 Aug 2016 2015/09171	Rural City of Murray Bridge (Matter referred by ICAC)	Failure to enforce Development Act - P Bond & C Lewis	s25(1)(b) Finding (Wrong)
15 Aug 2016 2015/10485	City of Adelaide	Unreasonable internal review process	s25(1)(b) Finding (Wrong)
17 Aug 2016 2015/05799	Department for Communities & Social Inclusion	Unreasonable failure to advise complainant of tender process	s25(1)(b) Finding (Wrong)
19 Aug 2016 2015/05125	TAFE SA	Unreasonable action taken against student	s25(1)(b) Finding (Wrong)
5 Sept 2016 2015/07578	District Council of Loxton Waikerie (Matter referred by ICAC)	Council's failure to follow proper process regarding recruitment and division of funds	s25(1)(b) Finding (Wrong)
13 Sept 2016 2016/04181	City of Victor Harbor	Breach of council member code of conduct - Cr Peter Charles	s25(1)(a) Finding (Contrary to Law)
20 Sept 2016 2016/01306	City of Charles Sturt	Breach of council member code of conduct - Mayor Evans	s25(1)(a) Finding (Contrary to Law)
21 Sept 2016 2016/02992	District Council of Peterborough	Failure to adequately perform internal review of requirement to remove established garden bed	s25(1)(b) Finding (Wrong)
4 Oct 2016 2016/03486	City of Charles Sturt	Unreasonable decision to remove tree	s25(1)(e) Finding (No reason given)
12 Oct 2016 2016/04711	District Council of Mallala	Breach of council member code of conduct - Cr Strudwicke	s25(1)(a) Finding (Contrary to Law)
27 Oct 2016 2016/02988	Department for Education & Child Development	Failure to provide procedural fairness	s25(1)(b) Finding (Wrong)
1 Nov 2016 2016/01525	Department for Correctional Services	Unreasonable ban on prisoner mail	s25(1)(b) Finding (Unreasonable)
16 Nov 2016 2016/04680	Mid Murray Council (Matter referred by ICAC)	Breach of employee code of conduct - Mr Russell Peate	s25(1)(d) Finding (Improper purpose or irrelevant grounds or considerations)
9 Jan 2017 2016/05361	City of Charles Sturt	Failure to properly assess complaint	s25(1)(b) Finding (Wrong)
9 Jan 2017 2016/08315	District Council of Tumby Bay	Breach of council member code of conduct - Cr Laurie Collins	s25(1)(a) Finding (Contrary to Law)

Date of report File number	Respondent Agency	Nature of Matter	Outcome
3 Feb 2017 2015/08306	Department for Correctional Services	Unreasonable use of restraints on forensic patient	s25(1)(a) Finding (Contrary to Law)
7 Feb 2017 2016/04000	City of Onkaparinga (Matter referred by ICAC)	Unreasonable approval of reimbursement of golf club membership	s25(1)(b) Finding (Wrong)
17 Feb 2017 2016/08185	City of Burnside	Breach of council member code of conduct - Cr Felicity Lord	s25(1)(a) Finding (Contrary to Law)
22 Mar 2017 2017/00211	South Australian Civil and Administrative Tribunal	Failure to interview witnesses in investigation of complaint	s25(1)(b) Finding (Wrong)
22 Mar 2017 2015/07892	Department for Communities & Social Inclusion	Unreasonable delay processing employment screening application	s25(1)(b) Finding (Unreasonable)
10 Apr 2017 2016/03155	District Council of Peterborough	Breach of council employee code of conduct - P McGuinness	s25(1)(b) Finding (Unreasonable)
11 Apr 2017 2016/06774	Public Trustee	Unreasonable management of funds	s25(1)(b) Finding (Unreasonable)
15 Jun 2017 2016/10027	City of Adelaide	Breach of council member code of conduct - Cr Wilkinson	s25(1)(a) Finding (Contrary to Law)
27 Jun 2017 2016/04481	City of Onkaparinga	Unreasonable investigation of code of conduct complaints	s25(1)(d) Finding (Improper purpose or irrelevant grounds or considerations)
27 Jun 2017 2016/09720	Office of the State Coordinator General	Unreasonable decision regarding assessment of proposed development	s25(1)(b) Finding (Unreasonable)
29 Jun 2017 2016/10021	Department for Correctional Services	Unreasonable treatment of a prisoner	s25(1)(b) Finding (Wrong)