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Manager  
Small Business Ombudsman and Procurement Unit  
Small Business, Competition and Consumer Policy Division  
The Treasury  
Langton Crescent PARKES ACT 2600  
By email: [small.business@treasury.gov.au](mailto:small.business@treasury.gov.au)

**SMALL BUSINESS AND FAMILY ENTERPRISE OMBUDSMAN DISCUSSION  
PAPER APRIL 2014**

I am writing to comment on the above discussion paper. I request that my submission be made public.

The Victorian Ombudsman is an independent officer of the Parliament under section 94E of the *Constitution Act 1975*. The Ombudsman is appointed to office under section 3 of the *Ombudsman Act 1973* by the Governor in Council. I was appointed for a 10 year term in March 2014.

The Ombudsman's principal function is to enquire into or investigate administrative actions under the Ombudsman Act. The jurisdiction encompasses actions taken by or on behalf of government departments, public statutory bodies, officers and employees of municipal councils and actions by private sector entities when delivering services on behalf of government. Enquiries and investigations may be conducted as a consequence of a complaint or on the Ombudsman's own motion.

The Ombudsman also has responsibilities about disclosures of improper conduct under the *Protected Disclosure Act 2012*; about human rights under the *Charter of Human Rights and Responsibilities Act 2006*; and some important functions aimed at ensuring compliance by state entities with certain other specified Victorian legislation.

My office receives more than 30,000 approaches each year.

I am aware that the Australian and New Zealand Ombudsman Association (ANZOA), of which I am a member, has also made a submission in response to the discussion paper.

I do not intend to repeat the comments made by ANZOA except to indicate my agreement with them, in particular that the body should not carry the title of "Ombudsman". To describe the body as an Ombudsman would add unnecessary confusion when the public already finds Australia's network of complaint handling agencies difficult to navigate.

If your staff have any queries in relation to this matter please contact Mr Stephen Mumford, Director of Corporate Services, on (03) 9613 6205.

Yours sincerely

A handwritten signature in cursive script, appearing to read "Deborah Glass".

Deborah Glass  
**Ombudsman**