



4 December 2020

Our Reference: IR-01-20-21894

Mark Hanna  
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Dear Mark

I am following up on the response to a request for information, submitted 3 August 2020, pertaining to the publishing of the 2019 TOR report (01-20-21894). You sought review of the response dated 2 September 2020, with the Office of the Ombudsman regarding why the publication of the report was delayed from its original release date.

After consultation and further review, my response is as follows. Releasing a report such as the 2019 TOR report involves a rigorous review and approval process. A number of key workgroups and senior individuals are engaged to provide input into the final report.

As you can appreciate, this can lead to time allocated to incorporating any feedback into the report increasing. A release timeframe is always worked towards with the best of intentions. However competing work priorities across the business, in particular for those who are essential for the sign off process can impact the release of any report.

Yours sincerely

Inspector Nic Brown  
**Acting National Manager: Response & Operations**

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