

RESPONSE TO REQUEST

1. *An itemised break down of costs and provider name associated with travel, meal, accommodation and any related expenses for personnel at the Ombudsman's office during the inquiry and report, including sessions held around the country.*

| Item | Provider (s) | Amount |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Travel – Airfares ¹ | <ul style="list-style-type: none"> • Qantas • Virgin Australia | \$9,408.18 |
| Travel – Cars ² | <ul style="list-style-type: none"> • Thrifty • Europcar • Staff's personal cars • Local regional taxis | \$1,588.21 |
| Accommodation | <ul style="list-style-type: none"> • Adelaide Meridian Hotel • Ascot Quay Apartments • Endeavour Court Motor Inn • Melbourne Airport Holiday Inn • Gateway Hotel • Ibis Styles | \$2,529 |
| Meals ³ | N/A | \$2,262.55 |
| Equipment Hire | <ul style="list-style-type: none"> • YMCA, • Midland Sports Complex • City Golf Club • Quality Hotel Mildura • Shepparton RSL • Gateway Hotel | \$425 |
| Catering ⁴ | <ul style="list-style-type: none"> • YMCA • Acclaimed Catering • City Golf Club • Dubbo RSL • Quality Hotel Mildura • Shepparton RSL • Mecure Wagga • Gateway Hotel • Ibis Styles | \$4,300 |

¹ All staff travelled Economy class including the Ombudsman and Senior Executive Service (SES) staff.

² Note that for some sessions staff drove their personal vehicles to attend inquiry sessions. The amount here represents allowances paid in line with Departmental policy. The cost of local taxi companies used to transfer between airport and session venues is included here.

³ No meal expense was directly incurred. The amount here represents total allowances paid in line with Departmental policy.

⁴ Catering consisted of tea, coffee, sandwiches etc.

2. *An itemised break down of costs and provider name associated with travel, meal, accommodation and any related expenses for guests of the office during the inquiry and report, including sessions held around the country.*

There were no guests of the office during the inquiry and therefore no costs were incurred.

3. *The costs of hiring halls or venues for the inquiry sessions*

The cost of hiring halls or venues for the inquiry sessions was \$1,710.

4. *The cost of promoting and advertising all inquiry sessions*

The cost of promoting and advertising all inquiry sessions was \$15,511.13

5. *The cost of compiling the final report including: how many staff worked on compiling the report and over what period of time; the cost of printing and designing the report; the cost of any outside agency in designing, compiling, advertising or promoting the report.*

The Australian Small Business and Family Enterprise Ombudsman (ASBFEO) has an Average Staffing Level (ASL) cap of 16 staff comprising of on-going, non-ongoing and seconded Australian Public Service (APS) personnel. All ASBFEO staff worked on compiling the report over the length of the inquiry which was 129 days.

There was no additional cost incurred in printing and designing the report.

There was no cost incurred for any outside agency in designing, compiling, advertising or promoting the report.