

Commonwealth Ombudsman

The Commonwealth Ombudsman helps to ensure the actions and decisions of Australian Government agencies are fair and reasonable. We take complaints, conduct investigations, perform audits and inspections, make recommendations and encourage good administration. Our role is very broad. We take complaints about:

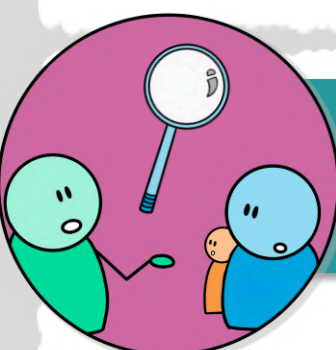
- almost all Commonwealth functions – such as income support, immigration, the National Disability Insurance Agency and many others
- private health insurance
- Australia Post and some other postal operators
- the Defence Force, including issues about abuse between Defence members
- Vocational Education and Training student loans
- private education providers for overseas students.

We also oversee the Commonwealth Public Interest Disclosure Act and inspect law enforcement and integrity agencies' use of certain covert, intrusive and coercive powers. However, we don't handle complaints about the Intelligence community or the tax office.

www.ombudsman.gov.au

1300 362 072

COMMONWEALTH OMBUDSMAN



Taxation Ombudsman

We investigate your complaints about the Australian Taxation Office (ATO) or Tax Practitioners Board (TPB) and help you:

- Understand ATO/TPB decisions and actions
- Confirm whether appropriate information has been considered by the ATO/TPB in your matter
- Provide assurance as to whether appropriate policies and procedures were followed
- Follow up on delays

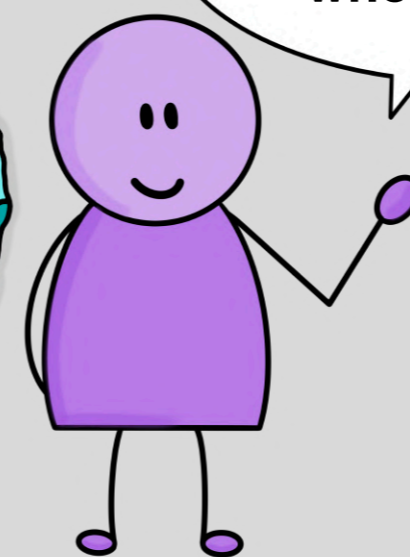
www.igt.gov.au

1300 448 829

Australian Government
Inspector-General of Taxation
Taxation Ombudsman



Free, fair and independent dispute resolution in New South Wales



Who to ask when you don't know where to start?



Australian Financial Complaints Authority

We can help individuals and small businesses to resolve complaints about a range of financial problems, including:

- Errors in banking transactions and credit listings
- Difficulty repaying loans, credit cards and short-term finance
- Denials of insurance claims (such as car, home and contents, pets, travel, income protection and trauma)
- Inappropriate investment advice
- A trustee's decision about the distribution of a superannuation benefit

www.afca.org.au

1800 931 678

afca
Australian Financial Complaints Authority



Telecommunications Industry Ombudsman

We provide a service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service. Some of the phone and internet problems we can help with include:

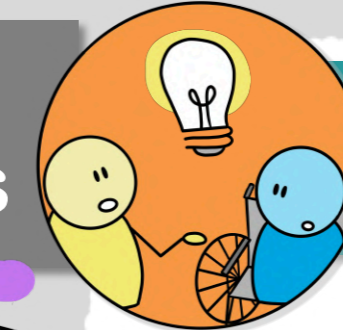
- Contracts and getting what was agreed to
- Disconnections
- Incorrect bills or trouble paying
- Faults and service difficulties
- Service connection issues

www.tio.com.au

tio@tio.com.au

1800 062 058

Telecommunications Industry Ombudsman



Energy & Water Ombudsman New South Wales

We provide a dispute resolution service for all electricity and gas customers in New South Wales, and some water customers. We can help residential customers and small businesses with a range of issues including:

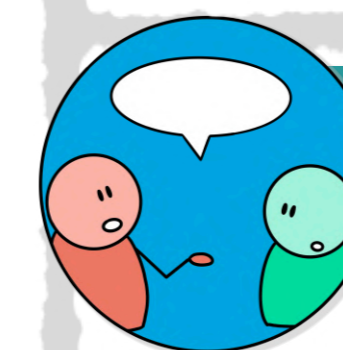
- high and disputed bills
- debt and disconnection
- opening and closing accounts
- poor customer service
- finding the best deal.

www.ewon.com.au

omb@ewon.com.au

1800 246 545

Energy & Water Ombudsman NSW



New South Wales Ombudsman

You can complain to the NSW Ombudsman about:

- NSW Government departments and other NSW public sector agencies
- NSW local government authorities
- Community service providers funded by NSW Government departments
- Corrective Services, including private prisons
- Statutory bodies established under NSW law, such as NSW public universities.

If you have a complaint (other than a Public Interest Disclosure, which can be made about any NSW public authority), you should complain to the person or agency being complained about first, to give them an opportunity to hear and resolve your complaint.

www.ombo.nsw.gov.au

nswombo@ombo.nsw.gov.au

1800 451 524

Ombudsman New South Wales

