

**Step 1 – Fill out form**  
**Step 2 – Fax to (02) 6249 7028 or email to**  
[ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

The Commonwealth Ombudsman's office publishes brochures, reports, and other public information. This material is available from each of our offices and detailed information is also on our website at [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

■ **DELIVERY DETAILS**

<b>NAME:</b>		<b>DATE:</b>	
<b>ORGANISATION:</b>			
<b>DELIVERY ADDRESS:</b>			
		<b>STATE:</b>	<b>POST CODE:</b>
<b>PHONE:</b>		<b>EMAIL:</b>	

How did you obtain this form?

- Mailout   
  Ombudsman visit or event   
  Internet   
  Other.....

QUANTITY REQUIRED	PUBLICATION	DESCRIPTION
	Brochure—Making a complaint to the Commonwealth Ombudsman	10 pages. DL sized brochure
	Brochure (Large Print)—Making a complaint to the Commonwealth Ombudsman	11 pages. A4 booklet
	Commonwealth Ombudsman Service Charter	10 pages. DL sized brochure
	Taxation Ombudsman flier (Commonwealth)	Double-sided DL
	Defence Force Ombudsman flier (Commonwealth)	Double-sided DL
	Law Enforcement Ombudsman flier (Commonwealth)	Double-sided DL
	Immigration Ombudsman flier (Commonwealth)	Double-sided DL
	Postal Industry Ombudsman flier (Commonwealth)	Double-sided DL
	Annual report 2007–08: Commonwealth Ombudsman	216 B5 pages
	'Buried in Bureaucracy' postcard	Double-sided standard size

QUANTITY REQUIRED	PUBLICATION	DESCRIPTION
	<p>Multilingual fact sheets—individual fact sheets available in 36 languages:</p> <p>ALBANIAN, AMHARIC, ARABIC, BOSNIAN, CHINESE SIMPLIFIED, CHINESE TRADITIONAL, CROATIAN, DARI, DINKA, DUTCH, FARSI/PERSIAN, FILIPINO, FRENCH, GERMAN, GREEK, HINDI, INDONESIAN, ITALIAN, KHMER, KOREAN, KURDISH, LAO, MACEDONIAN, MALAYSIAN, PASHTO, POLISH, RUSSIAN, SERBIAN, SINHALESE, SOMALI, SPANISH, SWAHILI, TAMIL, TIGRINYA, TURKISH, VIETNAMESE.</p> <p>(Please specify how many of each language you would like.)</p>	Double-sided A4 information sheet
	Multilingual brochure—includes all 36 languages	6 panel DL brochure
	Multilingual poster—contains nine languages: Amharic, Arabic, Simplified Chinese, Traditional Chinese, Dinka, Spanish, Swahili, Tigrinya, Vietnamese	A3 Poster. Please specify if you would like laminated
	Indigenous poster	A3 Poster. Please specify if you would like laminated
	Indigenous flier	Double-sided DL flyer
	Investigation report (specify title):	A4 booklet
	Inspections report (specify title):	A4 booklet
	Taxation Ombudsman activity reports (specify year):	B5 booklet
	Dealing with the Commonwealth Ombudsman's Office—Information for agencies	Double-sided A4 information sheet. 11 pages
	Fact sheet 1: Ombudsman investigations	Double-sided A4 information sheet. 3 pages
	Fact sheet 2: Administrative deficiency	Double-sided A4 information sheet
	Fact sheet 3: Providing remedies	Double-sided A4 information sheet. 5 pages
	Fact sheet 4: Use of interpreters	Double-sided A4 information sheet
	Fact sheet 5: Ten principles for good administration	Double-sided A4 information sheet: 3 pages
	Fact sheet 6: Complaint handling—outsourcing	Double-sided A4 information sheet: 3 pages
	Fact sheet 7: Complaint handling—multiple agencies	Double-sided A4 information sheet: 3 pages
For Office Use Only—order filled by:		
Date resources sent:	Sent resources recorded:	