

GUIDE TO THE REPORT

When developing the content of our annual report, we set out to meet not only the parliamentary reporting requirements but also to provide information to the community about the diverse nature of the complaints handled by our office.

There are a number of target audiences for our report, including members of parliament, Australian Government departments and agencies, other ombudsman offices, the media, potential employees and consultants, and the general public who deal with government agencies.

As some parts of the report will be of more interest to you than others, you can read this page to help work out which parts will be more useful. Each part is divided into sub-parts.

Overview

Includes the Commonwealth Ombudsman's review and organisation overview. The review is an executive summary of the principal developments affecting the office's work during the year and its more significant achievements. The overview outlines the office's role, responsibilities, outcome and output structure and organisational structure.

Performance review

Details performance against the office's two outputs, comments on the management and accountability development and operation of the office's governance arrangements, outlines the challenges facing the office in complaint handling, and the work the office does to foster and promote good government administration.

Oversight of Australian Government agencies

Focuses on particular issues that arose in investigating complaints about individual agencies, provides examples of the diversity of complaint issues about government, how the Ombudsman's office helped people to resolve their complaint issues, and general administrative problems across government agencies.

Appendixes

The appendixes include occupational health and safety reporting; freedom of information reporting; a list of papers and presentations by staff; tables setting out the numbers of complaints received about individual Australian Government agencies; a list of major consultants engaged during the year; and financial statements.

We have also included a list of tables and figures (contained in the body of the report), a glossary of terms, and a list of addresses for our offices in each state and territory capital city.

CONTACTING THE COMMONWEALTH OMBUDSMAN

Enquiries about this report, or any other information contained within, should be directed to the Director of Public Affairs.

If you would like to make a complaint, or obtain further information about the Ombudsman:

Visit: Ground Floor, 1 Farrell Place, Canberra ACT 2600

Write to: GPO Box 442, Canberra ACT 2601

Phone: 1300 362 072 (local call charge)

Fax: 02 6249 7829

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

The Commonwealth Ombudsman Annual Report 2005–2006 is available on our website under publications.