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glossary

AAADM	Automated Assistance in Administrative Decision Making	CDDA	Compensation for Detriment caused by Defective Administration
AAT	Administrative Appeals Tribunal	CDF	Chief of the Defence Force
ACC	Australian Crime Commission	CLERP	Corporations Legislation Economic Reform Program
ACT	Australian Capital Territory	Complaints Act	<i>Complaints (Australian Federal Police) Act 1981</i> (Cth)
ADF	Australian Defence Force	Crimes Act	<i>Crimes Act 1914</i> (Cth)
ADR	alternative dispute resolution	CSA	Child Support Agency
AFC	Air Force Cross	CSHC	Commonwealth Seniors Health Card
AFP	Australian Federal Police	Cth	Commonwealth
AFPPS	Australian Federal Police Protective Service	DEWR	Department of Employment and Workplace Relations
ANAO	Australian National Audit Office	DFAT	Department of Foreign Affairs and Trade
ANU	Australian National University	DFO	Defence Force Ombudsman
ANZOA	Australian and New Zealand Ombudsman Association	DHA	Defence Housing Authority
AO	Officer of the Order of Australia	DHS	Department of Human Services
APOR	Australasia and Pacific Ombudsman Region	DIMA	Department of Immigration and Multicultural Affairs
APS	Australian Public Service	DVA	Department of Veterans' Affairs
ARC	Administrative Review Council	EL	Executive Level
ASIC	Australian Securities and Investments Commission	FaCSIA	Department of Families, Community Services and Indigenous Affairs
ASIO	Australian Security Intelligence Organisation	FBT	family tax benefit
ASIO Act	<i>Australian Security Intelligence Organisation Act 1979</i> (Cth)	FCA	Federal Court of Australia
ATO	Australian Taxation Office	FIS	Financial Information Service
AusAID	Australian Agency for International Development	FOI	freedom of information
AWA	Australian Workplace Agreement	FOI Act	<i>Freedom of Information Act 1982</i> (Cth)
CCC	Customer Contact Centres		

GEERS	General Employee Entitlements and Redundancy Scheme	PCO	Public Contact Officer
GSL	GSL (Australia) Pty Ltd	PCT	Public Contact Team
GST	goods and services tax	PDS	product disclosure statement
Hon.	Honourable	PIO	Postal Industry Ombudsman
IDF	Immigration Detention Facility	PM&C	Department of Prime Minister and Cabinet
IGADF	Inspector-General of the Australian Defence Force	PNG	Papua New Guinea
IGIS	Inspector-General of Intelligence and Security	Postal Act	<i>Australian Postal Corporation Act 1989</i> (Cth)
IOI	International Ombudsman Institute	Prof.	Professor
IPP	Information Privacy Principle	Qld	Queensland
IT	information technology	RAAF	Royal Australian Air Force
ITSA	Insolvency and Trustee Service Australia	ROG	Redress of Grievance
JCPAA	Joint Committee of Public Accounts and Audit	s	section
LEIC	Law Enforcement Integrity Commissioner	SA	South Australia
LIC	low-income card	SES	Senior Executive Service
MARA	Migration Agents Registration Authority	Surveillance Act	<i>Surveillance Devices Act 2004</i> (Cth)
Migration Act	<i>Migration Act 1958</i> (Cth)	TAS	Tasmania
MP	Member of Parliament	TI	Telecommunications interception
MRCS	Military Rehabilitation and Compensation Scheme	TI Act	<i>Telecommunications (Interception and Access) Act 1979</i> (Cth)
MRT	Migration Review Tribunal	TIO	Telecommunications Industry Ombudsman
MTCN	money transfer control number	TRA	Trades Recognition Australia
NOC	National Ombudsman Commission of Indonesia	VIC	Victoria
NSW	New South Wales	WA	Western Australia
NT	Northern Territory		
OH&S	occupational health and safety		
Ombudsman Act	<i>Ombudsman Act 1976</i> (Cth)		

compliance index

This is a guide to the report's compliance with the Requirements for Annual Reports as provided by the Joint Committee of Public Accounts and Audit under subsections 63(2) and 70(2) of the *Public Service Act 1999*.

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Correction of material errors in previous annual report

No material errors have been identified in the Commonwealth Ombudsman Annual Report 2004–05.