



| October 2009

Senator the Hon. Joe Ludwig MP  
Cabinet Secretary and Special  
Minister of State  
Parliament House  
CANBERRA ACT 2600

Dear Minister

I have pleasure in submitting the thirty-second Commonwealth Ombudsman Annual Report for the year ended 30 June 2009, as required by s 19(1) of the *Ombudsman Act 1976*.

The report also contains the Annual Reports of the Defence Force Ombudsman and the Postal Industry Ombudsman in accordance with s 19F(3) and s 19X of the Act respectively.

Section 38 of the *Complaints (Australian Federal Police) Act 1981*, now repealed, requires a report on operations of the Ombudsman under that Act during the year ended 30 June 2009. This report deals with those matters.

I certify that this report has been prepared in accordance with the Requirements for Annual Reports for 2008–09 as approved by the Joint Committee of Public Accounts and Audit under subsections 63(2) and 70(2) of the *Public Service Act 1999*.

Section 19(4) of the Ombudsman Act requires that the report be laid before each House of the Parliament within fifteen sitting days of its receipt.

Yours faithfully

Prof. John McMillan  
Commonwealth Ombudsman