

## 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
- Australian 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.

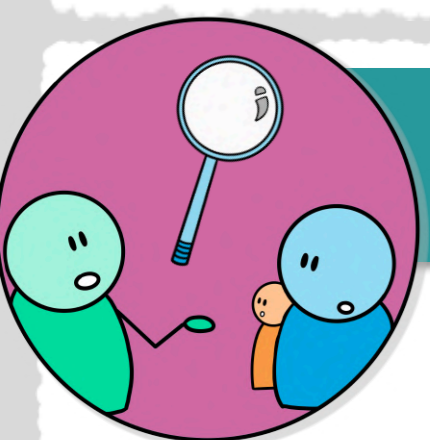
We also oversee the Commonwealth Public Interest Disclosure Act and inspect law enforcement and integrity agencies' use of certain covert, intrusive and coercive powers.

However, we don't handle complaints about the Intelligence community or the tax office.

 [www.ombudsman.gov.au](http://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:

- 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](http://www.igt.gov.au)

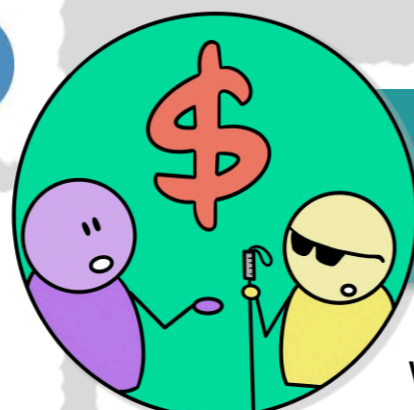
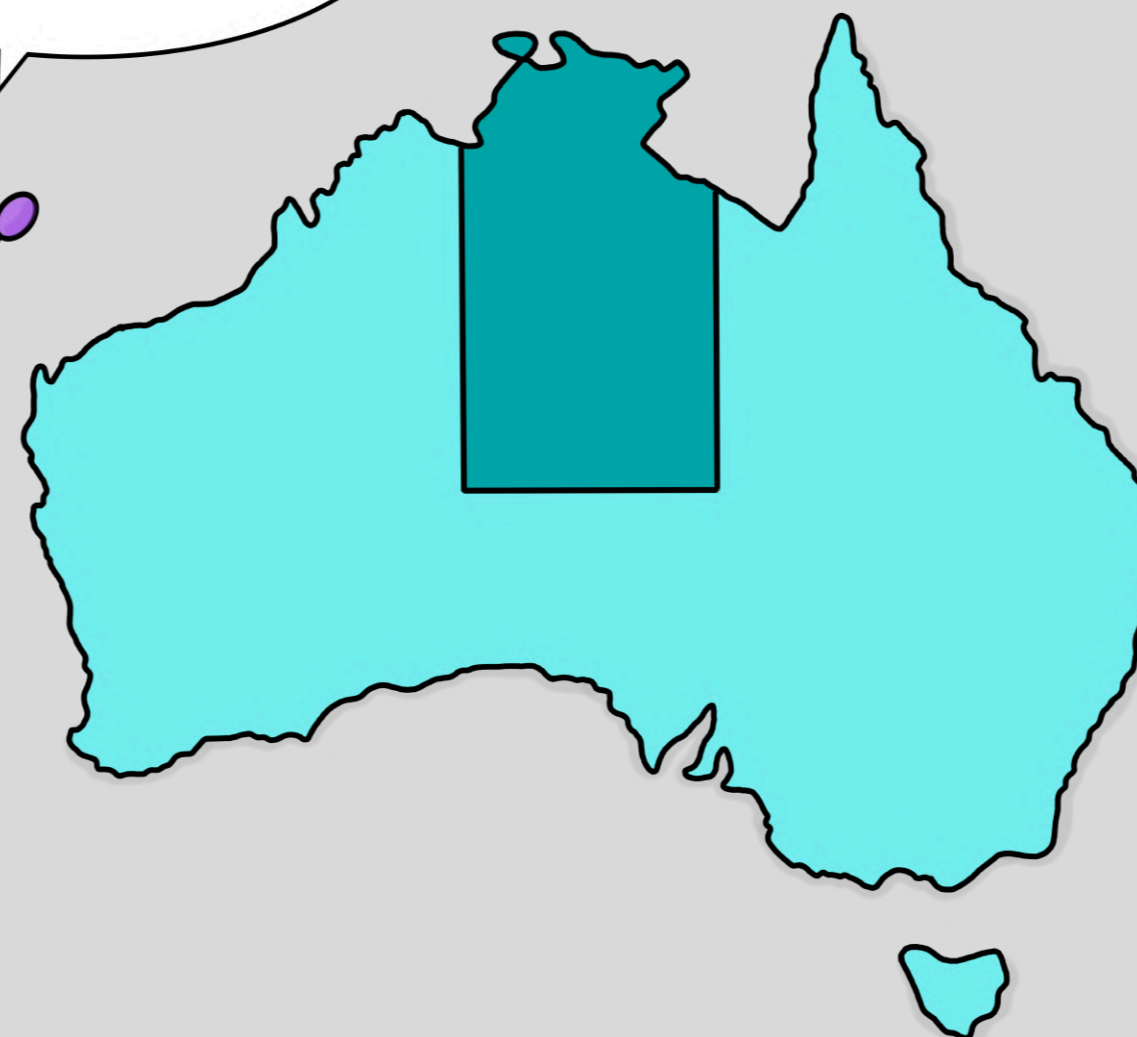
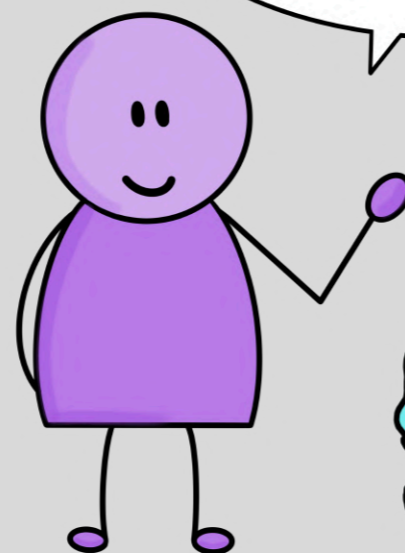
 1300 448 829

 Australian Government  
Inspector-General of Taxation  
Taxation Ombudsman



# Free, fair and independent dispute resolution in the Northern Territory

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




## Australian Financial Complaints Authority

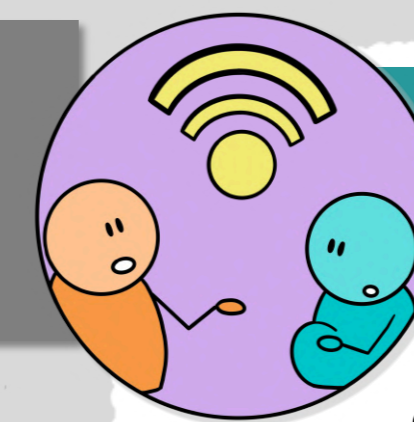
We can help individuals and small businesses to resolve complaints about a range of financial problems, including:

- 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](http://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
- Incorrect bills or trouble paying
- Disconnections
- Faults and service difficulties
- Service connection issues

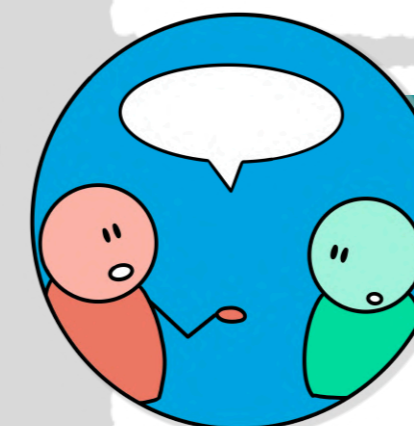


 [www.tio.com.au](http://www.tio.com.au)

 [tio@tio.com.au](mailto:tio@tio.com.au)

 1800 062 058

 **Telecommunications  
Industry  
Ombudsman**



## Northern Territory Ombudsman


We investigate complaints, review systemic problems and work with agencies to improve their administrative practices and decisions.

We can help with complaints about:

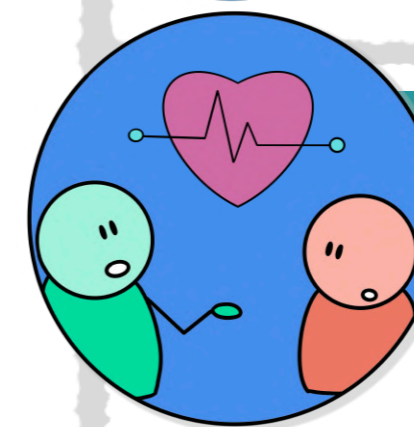
- NT government departments and agencies
- Power and water utilities
- Public housing
- Local government
- Education including universities
- Police conduct

 [www.ombudsman.nt.gov.au](http://www.ombudsman.nt.gov.au)

 [nt.ombudsman@nt.gov.au](mailto:nt.ombudsman@nt.gov.au)

 1800 806 380


 **mbudsmant NT**  
Independent, fair, free



## Health & Community Services Complaints Commission

We provide impartial assistance to resolve complaints about health, disability and aged services.

 [www.hcsc.nt.gov.au](http://www.hcsc.nt.gov.au)

 1800 004 474

 Health and Community Services  
**COMPLAINTS COMMISSION**