

## 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
- Australia 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 you:

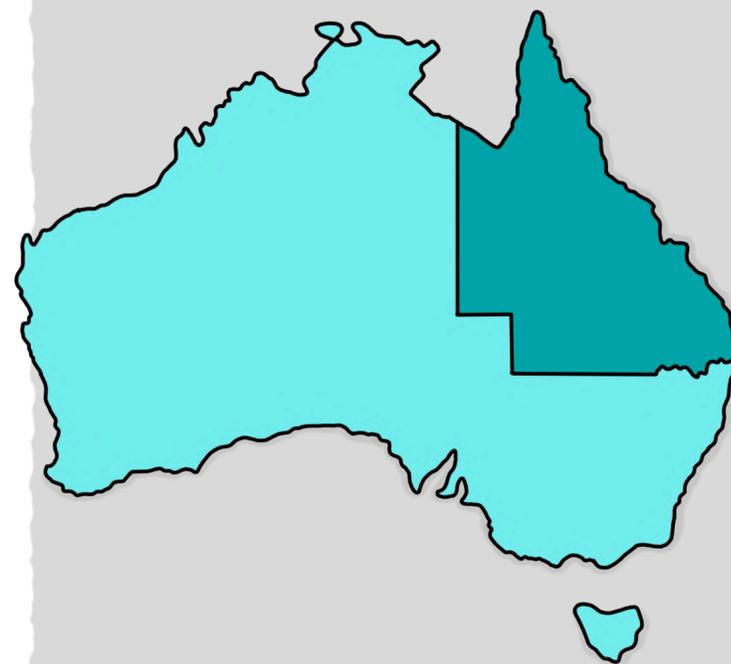
- Understand ATO/TPB decisions and actions
- Confirm whether appropriate information has been considered by the ATO/TPB in your matter
- Provide assurance as to whether appropriate policies and procedures were followed
- Follow up on delays

[www.igt.gov.au](http://www.igt.gov.au)  
1300 448 829

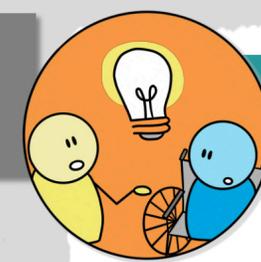
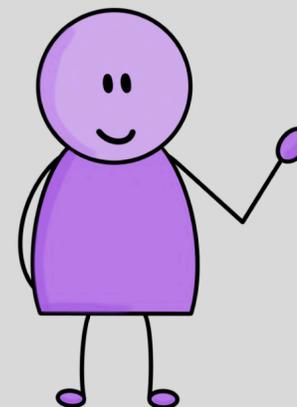
Australian Government  
Inspector-General of Taxation  
Taxation Ombudsman



# Free, fair and independent dispute resolution in Queensland



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



## Energy and Water Ombudsman Queensland

The Energy and Water Ombudsman Queensland, helps resolve disputes between Queensland customers and their energy and water companies. We also provide advice and information to customers, and we can refer you to other support services.

Some of the disputes we can assist with are:

- Unexpected high bills or billing mistakes
- Difficulty with paying your bill
- Debt collection and credit default listing
- Disconnection and restriction of services

[www.ewoq.com.au](http://www.ewoq.com.au)  
[complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)  
1800 662 837

Energy & Water Ombudsman Queensland



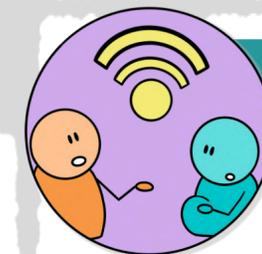
## Australian Financial Complaints Authority

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

