

INFORMATION - EXTERNAL REVIEW

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ACT Auditor General (AG)

The AG acts independently of the Government.

The AG's functions are set out in the Auditor-General Act 1996 and the Financial Management Act 1996.

The AG undertakes audits of management performance and the financial statements of public sector bodies.

The aim of the AG is to improve public sector management and accountability by:

- *ensuring the Legislative Assembly and the electorate are provided with accurate and useful information about the management of public sector resources and;*
- *providing independent advice and recommendations for improving the management of public resources.*

The AG can also receive and investigate Public Interest Disclosures along with the Ombudsman and Attorney General.

Postal Address: PO Box 275, Civic Square, ACT, 2608

Physical Address: Level 4, 11 Moore St, Canberra City, ACT 2601

Business Hours: 8:30am-5:00pm Monday to Friday

Ph: 02 6207 0833

Fax: 02 6207 0826

Email: actauditorgeneral@act.gov.au

Web: <http://www.audit.act.gov.au/index.shtml>

ACT Health Complaints Commissioner

The Commissioner handles complaints about services provided to the aged, people with a disability and their carers and consumers of any health services provided in the Australian Capital Territory

Postal Address: PO Box 977

CIVIC SQUARE ACT 2608

Physical Address: Eclipse House

Level 9, 197 London Circuit CANBERRA CITY

Ph: 02 6205 2222

Fax: 02 6207 1034

TTY: 02 6205 1666

Email: health.complaints@act.gov.au

Web:

<http://www.healthcomplaints.act.gov.au/c/hcc>

Human Rights Commission

The HRC handles complaints of, as well as answers inquiries about, discrimination.

Ph: 02 6205 2222

Postal address: GPO Box 158, Canberra City ACT 2601

In person: 4th Floor, 12 Moore St, Canberra City

Ph: (02) 6205 2222

Fax: 02 6207 1034

TTY: 02 6205 1666

Email: human.rights@act.gov.au

Web: <http://www.hrc.act.gov.au>

Office of the Public Advocate (ACT)

Promotes and individually represents the rights and interests of people with who are not able to represent or protect themselves including Children and young people, adults with a mental illness or impaired decision making ability who require protection from abuse, exploitation or neglect

Postal Address: PO Box 1001, Civic Square, ACT, 2608

Physical Address: 3rd Floor, CFM Building, 12 Moore St, Canberra City

Enquiries service: Ph 6207 0707 8.45am to 4.45pm, Monday to Friday

Fax: 6207 0688

Email: oca@act.gov.au

Web: <http://www.oca.act.gov.au/index.html>

Children and Young People Official Visitor

The purpose of the Official Visitor is to monitor the wellbeing and provide independent protection and promotion of the individual human rights of children and young people in institutions, shelters and facilities providing therapeutic protection in the ACT.

Postal Address: PO Box 198, LYNEHAM, ACT 2602

Email: officialvisitor@yahoo.com

ACT Ombudsman

Investigates complaints from people who believe they have been treated unfairly or unreasonably by an ACT Government department or agency.

The Ombudsman can also receive and investigate Public Interest Disclosures along with the Auditor General and Attorney General.

Postal Address: GPO Box 442, Canberra ACT 2601

Physical Address: Ground Floor, 1 Farrell Place Canberra City

INFORMATION - EXTERNAL REVIEW

Ph: 02 6276 0111
Complaints hotline: 1300 362 072 (local call charge) Enquiries 9 am - 5 pm Monday to Friday
Fax: 02 6249 7829
Email: ombudsman@ombudsman.gov.au
Web: <http://www.ombudsman.act.gov.au/>

ACT Administrative Appeals Tribunal
ACT Discrimination Tribunal
ACT Guardianship and Management of Property Tribunal
Mental Health Tribunal
Residential Tenancies Tribunal
<http://www.courts.act.gov.au/magistrates/index.html>

COMMONWEALTH STATUTORY REVIEW

Human Rights and Equal Opportunity Commission

HREOC resolves complaints of discrimination or breaches of human rights under federal laws.

Level 8, Piccadilly Tower
133 Castlereagh St
Sydney NSW 2000
Ph: 02 9284 9600
TTY: 1800 620241
Fax: 02 9284 9611
Complaints infoline: 1300 656 419
Privacy Hotline: 1300 363 992
Email:
complaintinfo@humanrights.gov.au
Website: www.hreoc.gov.au

Commonwealth Ombudsman

Investigates complaints from people who believe they have been treated unfairly or unreasonably by a Commonwealth Government department or agency, including nursing homes and hostels
Postal Address: GPO Box 442, Canberra ACT 2601
Physical Address: Ground Floor, 1 Farrell Place
Canberra City
Ph: 02 6276 0111
Complaints hotline: 1300 362 072 (local call charge) Enquiries 9 am - 5 pm Monday to Friday
Fax: 02 6249 7829
Email: ombudsman@ombudsman.gov.au
Web: <http://www.comb.gov.au/>

Commonwealth and ACT Government Privacy Commissioner

The Commissioner provides protection for:

- *Personal information about you that is handled by federal and ACT government agencies;*
- *Personal information about you held by all large private sector organisations, all private sector health service providers and some small businesses;*
- *Credit worthiness information held by credit reporting agencies and credit providers; and*
- *personal tax file numbers used by individuals and organisations.*

Ph: 1300 363 992 (local call cost)
TTY: 1800 620 241
Postal Address: GPO Box 5218, Sydney, NSW 2001
Fax: 02 9284 9666
Email: privacy@privacy.gov.au
Web: <http://www.privacy.gov.au/>