

# Do you have a problem with an ACT Government Directorate or agency? You can talk to us.

The ACT Ombudsman can investigate complaints about many ACT Government Directorates and agencies, including:

- Housing ACT
- Access Canberra
- ACT Corrective Services.

The ACT Ombudsman also has functions relating to Freedom of Information and the ACT Reportable Conduct Scheme (employment-based child protection).

**It is free to contact the Ombudsman.**

**Every day, we help people resolve problems.**

## Contact us

### Website

[ombudsman.act.gov.au](http://ombudsman.act.gov.au)

### Phone

**1300 362 072**

(between 9am and 5pm  
AEST, Monday to Friday)

Calls from mobile phones  
are charged at mobile  
phone rates.

### Indigenous line

**1800 060 789**

### Address

ACT Ombudsman  
GPO Box 442  
Canberra ACT 2601

The ACT Ombudsman is also the Commonwealth Ombudsman,  
please turn over for more information.

# Do you have a problem with an Australian Government agency? You can talk to us.

The Commonwealth Ombudsman can investigate complaints about many Australian Government agencies, including:

- Centrelink and Medicare
- the Australian Federal Police
- the National Disability Insurance Agency.

The Commonwealth Ombudsman may also be able to help with problems you have with your private health insurance, some postal services and the Vocational Education and Training (VET) Student Loans program and VET FEE-HELP scheme.

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