

About us

Ombudsman Tasmania

Easy Read version



How to use this document



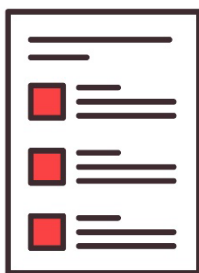
We are Ombudsman Tasmania.

We wrote this document.

Bold
Not bold

We wrote some words in **bold**.

We explain what these words mean.



There is also a list of these words on page **11**.



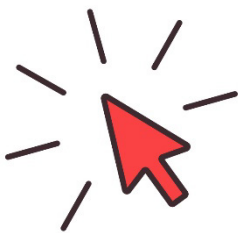
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a webpage.

It only includes the most important ideas.



You can find the webpage on our website.

www.ombudsman.tas.gov.au/about-us

What's in this document?

Who we are	5
What we do	6
Tasmania's Ombudsman	10
Word list	11
Contact us	13

Who we are



We are Ombudsman Tasmania.

We make sure people in Tasmania can get services from the government that:



- are fair



- follow the law.



We are **independent**.

This means we:

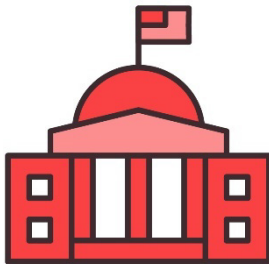
- make our own decisions
- don't take sides.

What we do

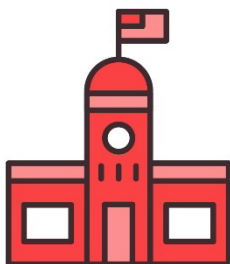


We make sure **Tasmanian Government Agencies** do the right thing.

A Tasmanian Government Agency can include:

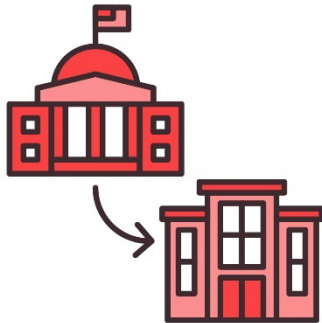


- a Tasmanian Government department

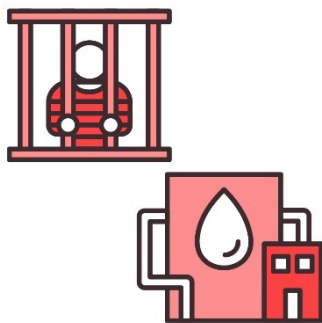


- a local government.

A Tasmanian Government Agency can also include:

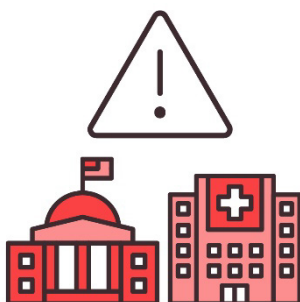


- an organisation the Tasmanian Government owns all or part of
- an organisation run by the Tasmanian Government.



For example:

- a prison
- a water company.



We can look into **complaints** people make about Tasmanian Government Agencies.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

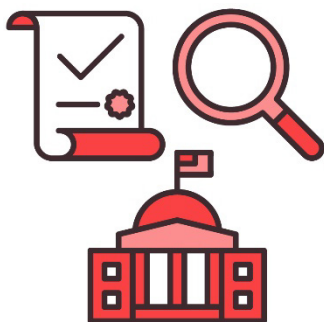
We can look into Tasmanian Government Agencies if we think:



- they have been unfair

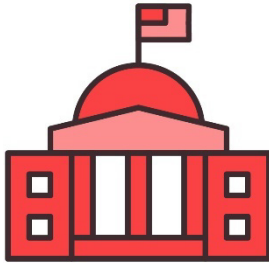


- they have not followed the law.



There are laws we must follow when we look into Tasmanian Government Agencies.

Examples of complaints we might look into

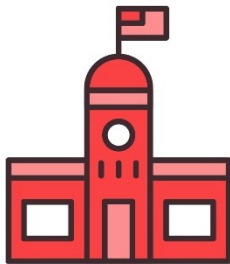


We might look into a complaint about:

- a decision a Tasmanian Government Agency has made
- something they have done.



For example, they might have talked to you in a way that you didn't understand.



We might look into a complaint about services run by a local government in Tasmania.



We might look into a complaint about how people are treated in a prison in Tasmania.

Tasmania's Ombudsman



An **Ombudsman** helps people with complaints.

They check to see if an organisation managed a complaint well.



Tasmania's Ombudsman is Dr Grant Davies.

Word list

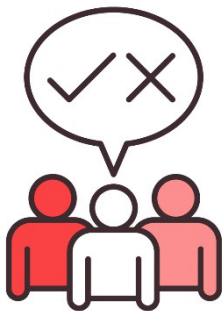
This list explains what the **bold** words in this document mean.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Independent

When an organisation is independent, they:

- make their own decisions
- don't take sides.



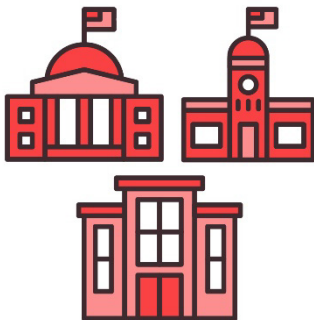
Ombudsman

An Ombudsman helps people with complaints.

They check to see if an organisation managed a complaint well.

Tasmanian Government Agency

A Tasmanian Government Agency can include:



- a state government department
- a local government
- an organisation the Tasmanian Government owns all or part of
- an organisation run by the Tasmanian Government.

Contact us



Our office is open:

- Monday to Friday
- 9:00 am to 4:30 pm.



You can visit us.

Level 6
NAB House
86 Collins Street
Hobart, Tasmania
7001



You can call us.

1800 001 170



You can send us an email.

ombudsman@ombudsman.tas.gov.au



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