



Australian Small Business and Family Enterprise Ombudsman Rules 2016

made under section 96 of the

Australian Small Business and Family Enterprise Ombudsman Act 2015

1 Name of Rules

These Rules are the *Australian Small Business and Family Enterprise Ombudsman Rules 2016*.

2 Commencement

These Rules commence on the day the *Australian Small Business and Family Enterprise Ombudsman Act 2015* commences.

3 Definitions

In these Rules:

Act means the *Australian Small Business and Family Enterprise Ombudsman Act 2015*

Ombudsman means the Australian Small Business and Family Enterprise Ombudsman

4 Prescribed Agencies

(1) The following agencies are prescribed under section 8(1)(d) of the Act:

- (a) Airline Customer Advocate
- (b) Australian Charities and Not-for-profits Commission
- (c) Australian Competition and Consumer Commission
- (d) Australian Energy Regulator
- (e) Australian Federal Police

- (f) Australian Human Rights Commission
- (g) Australian Securities and Investments Commission
- (h) Commonwealth Ombudsman
- (i) Credit and Investments Ombudsman
- (j) Defence Force Ombudsman
- (k) Fair Work Building Industry Inspectorate
- (l) Fair Work Commission
- (m) Fair Work Ombudsman
- (n) Financial Ombudsman Service
- (o) Horticulture Mediation Adviser
- (p) Immigration Ombudsman
- (q) Inspector-General of Intelligence and Security
- (r) Inspector-General of Taxation
- (s) Intellectual Property Australia
- (t) Law Enforcement Ombudsman
- (u) Norfolk Island Ombudsman
- (v) Office of the Australian Information Commissioner
- (w) Office of the Franchising Mediation Adviser
- (x) Oilcode Dispute Resolution Adviser
- (y) Overseas Students Ombudsman
- (z) Postal Industry Ombudsman
- (aa) Private Health Insurance Industry Ombudsman
- (ab) Produce and Grocery Industry Ombudsman
- (ac) Superannuation Complaints Tribunal
- (ad) Telecommunications Industry Ombudsman
- (ae) .au Domain Administration Ltd

(2) The following agencies are prescribed under section 8(2)(e) of the Act:

- (a) Anti-Discrimination Board of New South Wales
- (b) Anti-Discrimination Commission of Queensland
- (c) Australian Capital Territory Bar Association
- (d) Australian Capital Territory Civil and Administrative Tribunal

- (e) Australian Capital Territory Human Rights Commission
- (f) Australian Capital Territory Office of the Director of Public Prosecutions
- (g) Australian Capital Territory Ombudsman
- (h) Bar Association of Queensland Incorporated
- (i) Business Enterprise Centre Darwin Region Incorporated
- (j) Consumer Affairs Victoria
- (k) Consumer and Business Services, South Australian Attorney-General's Department
- (l) Consumer Protection, West Australian Department of Commerce
- (m) Dispute Resolution Branch, Queensland Department of Justice and Attorney-General
- (n) Dispute Settlement Centre of Victoria
- (o) Energy and Water Industry Ombudsman South Australian
- (p) Energy and Water Ombudsman New South Wales
- (q) Energy and Water Ombudsman Queensland
- (r) Energy and Water Ombudsman Victoria
- (s) Energy and Water Ombudsman Western Australia
- (t) Energy Ombudsman of Tasmania
- (u) Environment and Planning Directorate, Australian Capital Territory Government
- (v) Equal Opportunity Commission Western Australia
- (w) Fair Trading, Australian Capital Territory Office of Regulatory Services
- (x) Law Institute of Victoria
- (y) Law Society of New South Wales
- (z) Law Society of South Australia
- (aa) Law Society of Tasmania
- (ab) Law Society of the Australian Capital Territory
- (ac) Law Society of the Northern Territory
- (ad) Law Society of Western Australia
- (ae) Legal Aid Queensland
- (af) New South Wales Bar Association
- (ag) New South Wales Civil and Administrative Tribunal
- (ah) New South Wales Fair Trading

- (ai) New South Wales Information and Privacy Commission
- (aj) New South Wales Ombudsman
- (ak) New South Wales Police
- (al) New South Wales Small Business Commissioner
- (am) New South Wales Trustee and Guardian
- (an) Northern Territory Anti-Discrimination Commission
- (ao) Northern Territory Bar Association
- (ap) Northern Territory Civil and Administrative Tribunal
- (aq) Northern Territory Community Justice Centre
- (ar) Northern Territory Consumer Affairs
- (as) Northern Territory Office of the Director of Public Prosecutions
- (at) Northern Territory Police
- (au) Office of Fair Trading, Queensland Department of Justice and Attorney-General
- (av) Office of Information Commissioner Queensland
- (aw) Office of the Anti-Discrimination Commission Tasmania
- (ax) Office of the Commissioner for Body Corporate and Community Management Queensland
- (ay) Office of the Director of Public Prosecutions for Western Australia
- (az) Office of the Director of Public Prosecutions New South Wales
- (ba) Office of the Director of Public Prosecutions Queensland
- (bb) Office of the Director of Public Prosecutions Tasmania
- (bc) Office of the Health Ombudsman Queensland
- (bd) Office of the Information Commissioner Northern Territory
- (be) Office of the Public Guardian Queensland
- (bf) Ombudsman for the Northern Territory
- (bg) Ombudsman South Australia
- (bh) Ombudsman Tasmania
- (bi) Ombudsman Western Australia
- (bj) Public Transport Ombudsman Victoria
- (bk) Public Trustee for South Australia
- (bl) Public Trustee for Tasmania
- (bm) Public Trustee for the ACT

- (bn) Public Trustee for the Northern Territory
- (bo) Public Trustee for Western Australia
- (bp) Public Trustee of Queensland
- (bq) Queensland Building and Construction Commission
- (br) Queensland Civil and Administrative Tribunal
- (bs) Queensland Crime and Corruption Commission
- (bt) Queensland Law Society
- (bu) Queensland Legal Services Commission
- (bv) Queensland Ombudsman
- (bw) Queensland Police
- (bx) Small Business Commissioner for Western Australian
- (by) Small Business Commissioner South Australia
- (bz) South Australia Equal Opportunity Commission
- (ca) South Australia Police
- (cb) South Australian Bar Association
- (cc) South Australian Civil and Administrative Tribunal
- (cd) South Australian Office of the Director of Public Prosecutions
- (ce) State Administrative Tribunal of Western Australian
- (cf) State Trustees Victoria
- (cg) Surveyors Board Queensland
- (ch) Tasmania Police
- (ci) Tasmanian Bar Association
- (cj) Tasmanian Health Complaints Commissioner
- (ck) Tasmanian Office of Consumer Affairs and Fair Trading including the Commissioner for Corporate Affairs
- (cl) The Victorian Bar Incorporated
- (cm) Tolling Customer Ombudsman
- (cn) Victoria Police
- (co) Victorian Building Authority
- (cp) Victorian Civil and Administrative Tribunal
- (cq) Victorian Equal Opportunity and Human Rights Commission
- (cr) Victorian Office of the Director of Public Prosecutions

- (cs) Victorian Ombudsman
- (ct) Victorian Small Business Commissioner
- (cu) Western Australia Police
- (cv) Western Australian Bar Association
- (cw) West Australian Industrial Relations Commission

(3) The following agencies are prescribed under sections 86(1)(g) and 86(1)(h) of the Act:

- (a) Airline Customer Advocate
- (b) Australian Charities and Not-for-profits Commission
- (c) Australian Energy Regulator
- (d) Australian Federal Police
- (e) Australian Human Rights Commission
- (f) Australian Securities and Investments Commission
- (g) Commonwealth Ombudsman
- (h) Credit and Investments Ombudsman
- (i) Defence Force Ombudsman
- (j) Fair Work Building Industry Inspectorate
- (k) Fair Work Commission
- (l) Fair Work Ombudsman
- (m) Financial Ombudsman Service
- (n) Horticulture Mediation Adviser
- (o) Immigration Ombudsman
- (p) Inspector-General of Intelligence and Security
- (q) Inspector-General of Taxation
- (r) Intellectual Property Australia
- (s) Law Enforcement Ombudsman
- (t) Norfolk Island Ombudsman
- (u) Office of the Australian Information Commissioner
- (v) Office of the Franchising Mediation Adviser
- (w) Oilcode Dispute Resolution Adviser
- (x) Overseas Students Ombudsman
- (y) Postal Industry Ombudsman

- (z) Private Health Insurance Industry Ombudsman
- (aa) Produce and Grocery Industry Ombudsman
- (ab) Superannuation Complaints Tribunal
- (ac) Telecommunications Industry Ombudsman
- (ad) .au Domain Administration Ltd
- (ae) Anti-Discrimination Board of New South Wales
- (af) Anti-Discrimination Commission of Queensland
- (ag) Australian Capital Territory Bar Association
- (ah) Australian Capital Territory Civil and Administrative Tribunal
- (ai) Australian Capital Territory Human Rights Commission
- (aj) Australian Capital Territory Office of the Director of Public Prosecutions
- (ak) Australian Capital Territory Ombudsman
- (al) Bar Association of Queensland Incorporated
- (am) Business Enterprise Centre Darwin Region Incorporated
- (an) Consumer Affairs Victoria
- (ao) Consumer and Business Services, South Australian Attorney-General's Department
- (ap) Consumer Protection, West Australian Department of Commerce
- (aq) Dispute Resolution Branch, Queensland Department of Justice and Attorney-General
- (ar) Dispute Settlement Centre of Victoria
- (as) Energy and Water Industry Ombudsman South Australian
- (at) Energy and Water Ombudsman New South Wales
- (au) Energy and Water Ombudsman Queensland
- (av) Energy and Water Ombudsman Victoria
- (aw) Energy and Water Ombudsman Western Australia
- (ax) Energy Ombudsman of Tasmania
- (ay) Environment and Planning Directorate, Australian Capital Territory Government
- (az) Equal Opportunity Commission Western Australia
- (ba) Fair Trading, Australian Capital Territory Office of Regulatory Services
- (bb) Law Institute of Victoria
- (bc) Law Society of New South Wales

- (bd) Law Society of South Australia
- (be) Law Society of Tasmania
- (bf) Law Society of the Australian Capital Territory
- (bg) Law Society of the Northern Territory
- (bh) Law Society of Western Australia
- (bi) Legal Aid Queensland
- (bj) New South Wales Bar Association
- (bk) New South Wales Civil and Administrative Tribunal
- (bl) New South Wales Fair Trading
- (bm) New South Wales Information and Privacy Commission
- (bn) New South Wales Ombudsman
- (bo) New South Wales Police
- (bp) New South Wales Small Business Commissioner
- (bq) New South Wales Trustee and Guardian
- (br) Northern Territory Anti-Discrimination Commission
- (bs) Northern Territory Bar Association
- (bt) Northern Territory Civil and Administrative Tribunal
- (bu) Northern Territory Community Justice Centre
- (bv) Northern Territory Consumer Affairs
- (bw) Northern Territory Office of the Director of Public Prosecutions
- (bx) Northern Territory Police
- (by) Office of Fair Trading, Queensland Department of Justice and Attorney-General
- (bz) Office of Information Commissioner Queensland
- (ca) Office of the Anti-Discrimination Commission Tasmania
- (cb) Office of the Commissioner for Body Corporate and Community Management Queensland
- (cc) Office of the Director of Public Prosecutions for Western Australia
- (cd) Office of the Director of Public Prosecutions New South Wales
- (ce) Office of the Director of Public Prosecutions Queensland
- (cf) Office of the Director of Public Prosecutions Tasmania
- (cg) Office of the Health Ombudsman Queensland
- (ch) Office of the Information Commissioner Northern Territory

- (ci) Office of the Public Guardian Queensland
- (cj) Ombudsman for the Northern Territory
- (ck) Ombudsman South Australia
- (cl) Ombudsman Tasmania
- (cm) Ombudsman Western Australia
- (cn) Public Transport Ombudsman Victoria
- (co) Public Trustee for South Australia
- (cp) Public Trustee for Tasmania
- (cq) Public Trustee for the ACT
- (cr) Public Trustee for the Northern Territory
- (cs) Public Trustee for Western Australia
- (ct) Public Trustee of Queensland
- (cu) Queensland Building and Construction Commission
- (cv) Queensland Civil and Administrative Tribunal
- (cw) Queensland Crime and Corruption Commission
- (cx) Queensland Law Society
- (cy) Queensland Legal Services Commission
- (cz) Queensland Ombudsman
- (da) Queensland Police
- (db) Small Business Commissioner for Western Australian
- (dc) Small Business Commissioner South Australia
- (dd) South Australia Equal Opportunity Commission
- (de) South Australia Police
- (df) South Australian Bar Association
- (dg) South Australian Civil and Administrative Tribunal
- (dh) South Australian Office of the Director of Public Prosecutions
- (di) State Administrative Tribunal of Western Australian
- (dj) State Trustees Victoria
- (dk) Surveyors Board Queensland
- (dl) Tasmania Police
- (dm) Tasmanian Bar Association
- (dn) Tasmanian Health Complaints Commissioner

- (do) Tasmanian Office of Consumer Affairs and Fair Trading including the Commissioner for Corporate Affairs
- (dp) The Victorian Bar Incorporated
- (dq) Tolling Customer Ombudsman
- (dr) Victoria Police
- (ds) Victorian Building Authority
- (dt) Victorian Civil and Administrative Tribunal
- (du) Victorian Equal Opportunity and Human Rights Commission
- (dv) Victorian Office of the Director of Public Prosecutions
- (dw) Victorian Ombudsman
- (dx) Victorian Small Business Commissioner
- (dy) Western Australia Police
- (dz) Western Australian Bar Association
- (ea) West Australian Industrial Relations Commission

5 Remuneration of the Ombudsman

The Ombudsman shall receive total remuneration of \$X.¹

6 Allowances to witnesses

A person who appears at a hearing in accordance with a summons under section 48(1) of the Act shall be paid \$50 for each day or part thereof that the person appears.

¹ The Ombudsman's remuneration will be determined by the Remuneration Tribunal.