

List of tables and figures

Tables

Table 1	Summary of achievements against performance indicators, 2008–09	6
Table A1	Approaches and complaints received and finalised about ACT Government agencies, 2008–09, <i>Ombudsman Act 1989</i> (ACT) (including freedom of information)	33
Table A2	Report omissions and reasons for non-compliance	34

Figures

Figure 1	Approaches and complaints received about ACT Government agencies, 2004–05 to 2008–09	9
Figure 2	Time taken to finalise approaches and complaints about ACT Government agencies, 2008–09	10