

CHRONOLOGY OF ESTABLISHMENT OF THE OFFICES (and predecessor offices) OF ANZOA MEMBERS

1962	New Zealand: Office of the Ombudsmen New Zealand
1971	Australia: Ombudsman Western Australia
1972	Australia: Ombudsman South Australia
1973	Australia: Ombudsman Victoria
1977	Australia: Commonwealth Ombudsman
1978	Australia: Ombudsman Tasmania
1981	Australia: Ombudsman Northern Territory
1989	Australia: Australian Banking Industry Ombudsman (ABIO)
1991	Australia: General Insurance Claims Review Panel & Insurance Industry Complaints Council (IICC)
1991	Australia: Life Insurance Complaints Review Committee (LICRC)
1992	New Zealand: Banking Ombudsman New Zealand
1993	Australia: Life Insurance Complaints Board (LICB) (merger of LICRC, above, and Life Insurance Federation of Australia Inquiries and Complaints Service)
1993	Australia: Insurance Enquiries and Complaints Ltd (IEC Ltd; incorporated body accountable to IICC, above)
1993	Australia: Telecommunications Industry Ombudsman
1995	Australia: Life Insurance Complaints Service (LICS) (name change from LICB, above, on incorporation)
1995	Australia: Taxation Ombudsman (part of Commonwealth Ombudsman)
1995	New Zealand: Insurance & Savings Ombudsman New Zealand
1995	Australia: Electricity Industry Ombudsman (Victoria) (EIOV)
1997	<i>Australia: Benchmarks for Industry-Based Customer Dispute Resolution Schemes</i>
1997	Australia: Health Services Commissioner Victoria
1997	Australia: Insurance Enquiries and Complaints Limited (IEC Ltd) (change of structure to company limited by guarantee; IICC, above, dissolved)
1998	Australia: Energy Industry Ombudsman New South Wales (EION)
1998	Australia: Electricity Ombudsman Tasmania (EOT)

1999	Australia: Financial Industry Complaints Service (FICS) (formerly LICs, above)
1999	Australia: Energy Industry Ombudsman (Victoria) (EIOV) (name change on expanded jurisdiction)
2000	Australia: Energy & Water Ombudsman NSW (EWON) (name change on expanded jurisdiction; from EION, above)
2001	Australia: Energy and Water Ombudsman (Victoria) (EWOV) (name change on expanded jurisdiction; from EIOV, above)
2002	New Zealand: Electricity and Gas Complaints Commissioner New Zealand
2003	<i>Australian and New Zealand Ombudsman Association (ANZOA) set up in May 2003</i>
2003	Australia: Banking and Financial Services Ombudsman (BFSO) (name change from ABIO, above)
2004	Australia: Gas Industry Ombudsman Western Australia (GIOWA)
2005	Australia: Immigration Ombudsman (part of Commonwealth Ombudsman)
2005	Australia: Energy Ombudsman Western Australia (name change from GIOWA, above, on expanded jurisdiction)
2005	Australia: Insurance Ombudsman Service (formerly IEC Ltd, above)
2005	Australia: Energy Ombudsman Tasmania (name change on expanded jurisdiction)
2006	Australia: Postal Industry Ombudsman (part of Commonwealth Ombudsman)
2006	Australia: Law Enforcement Ombudsman (part of Commonwealth Ombudsman)
2007	Australia: Public Transport Industry Ombudsman (Victoria)
2007	Australia: Energy Ombudsman Queensland (EOQ)
2008	Australia: Financial Ombudsman Service (name change on merger of BFSO, IEC Ltd & FICS, above)
2008	Australia: WorkCover Ombudsman South Australia
2010	<i>ANZOA's Essential Criteria for calling a body an Ombudsman and media campaign n</i>
2011	Australia: Energy and Water Ombudsman Queensland (name change on expanded jurisdiction; formerly EOQ, above)