

Acknowledgements

I would like to thank the IOI General Secretariat, in particular Dr. Peter Kostelka, Secretary General of the IOI and Ombudsman of the Republic of Austria, Ms. Christine Stockhammer and Ms. Ursula Bachler who commissioned and facilitated this study and the contact and exchange with the institutions in the Australasia and Pacific (APOR) region. Particular thanks go to all Institutions in the APOR region which filled in the questionnaire that formed the basis of this work and provided feedback to the draft study. I am also grateful to Prof Dr. Gabriele Kucsko-Stadlmayer from the University of Vienna, who granted permission to base this study's questionnaire on the methodology developed by her in the book *European Ombudsman-Institutions*³ and to adapt it to the new context.

I would like to express my appreciation to Prof Dr. Hannes Tretter (Scientific Director of the Ludwig Boltzmann Institute of Human Rights (BIM)) who accompanied the genesis of this study from the outset, to Ms. Barbara Liegl (BIM) who always offered me advice and support and provided feedback to the first draft of the publication and to Dr. Margit Ammer (BIM) and Dr. Joachim Stern (University of Vienna) who supported me with valuable comments and advice at an early stage of the publication. Further acknowledgement goes to Mr. Daniel Daroussis (volunteer with the BIM) who undertook the initial research at the project's early stages. Further, I am grateful to Mr. Matthias Schlögl for producing the graphic charts and to Ms. Eva Kuntschner for copyediting.

In addition, I would like to thank Ms. Nadja Gaus (visiting legal clerk with the BIM), Mr. Thomas Siebenbrunner (volunteer with the BIM) and Mr. Elio Dalpra (study assistant with Prof Dr. Tretter) for their assistance and support in editing and proofreading the draft.

Vienna,
June 2012

Michael Frahm

³ Kucsko-Stadlmayer, *European Ombudsman-Institutions*, 2008, Springer-Verlag Wien.

Australasia and Pacific Ombudsman Institutions
Mandates, Competences and Good Practice
(Ed.)

2013, XVII, 316 p. 13 illus., Softcover

ISBN: 978-3-642-33895-3