

Kununurra and Wyndham Program of Events

6 - 8 November 2013

Events for the public	Events for public authorities and local governments	Events for Aboriginal agencies and community members	Registration details/ further information
<p>Complaint Clinics</p> <p>Wednesday 6 November</p> <p>Kununurra</p> <p>4.30pm - 6.00pm</p> <p>Kununurra Community Resource Centre</p> <p>Shop 3, Kimberley Tourism House, Coolibah Drive</p> <p>Thursday 7 November</p> <p>Wyndham</p> <p>2.30pm - 3.30pm</p> <p>Shire of Wyndham East Kimberley Council meeting room</p> <p>990 Koolama Street</p> <p>Friday 8 November</p> <p>Kununurra</p> <p>8.00am - 9.30am</p> <p>Kununurra Community Resource Centre</p>	<p>Public Authority Seminar</p> <p>Thursday 7 November</p> <p>12.00pm - 2.30pm</p> <p>Kununurra Country Club</p> <p>47 Coolibah Drive, Kununurra</p> <p>Public Authority Workshops</p> <p>Wednesday 6 November</p> <p><i>Good Decision Making</i></p> <p>9.00am - 12.15pm</p> <p>&</p> <p><i>Effective Complaint Handling</i></p> <p>12.45pm - 4.00pm</p> <p>Kununurra Country Club, Kununurra</p>	<p>Information session</p> <p>Thursday 7 November</p> <p>9.00am - 11.00am</p> <p>Mirima Language Centre</p> <p>Button Drive, Kununurra</p>	<p>All events are FREE and available to everyone.</p> <p>Registration is essential.</p> <p>Phone: (08) 9220 7567</p> <p>Toll free: 1800 117 000</p> <p>Email: outreach@ombudsman.wa.gov.au</p>

The Program is an initiative of:



The **Western Australian Ombudsman** serves Parliament and Western Australians by resolving complaints about the decision making of public authorities and improving the standards of public administration.

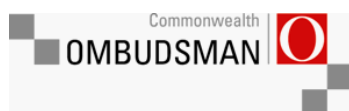


The Western Australian Ombudsman is also the **Energy Ombudsman**. The Energy Ombudsman receives, investigates and facilitates the resolution of complaints from residential and small business customers about their electricity or gas provider.

In collaboration with:



The **Information Commissioner** deals with complaints made about the decisions made by agencies in respect to access to information or applications to amend personal information.



The **Commonwealth Ombudsman** considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by Australian Government agencies.



The **Health and Disability Services Complaints Office** contributes to the improvement of health and disability services through the impartial resolution of complaints about government and non-government health and disability services.



The **Commissioner for Victims of Crime** champions the interests of crime victims, advising how relevant services can be improved, and ensuring that government agencies who deal with victims of crime do so with respect and fairness.

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The Regional Awareness and Accessibility Program is coming to Kununurra and Wyndham and brings together a range of public sector complaint resolution and accountability agencies including:

- The Western Australian Ombudsman;
- Energy Ombudsman;
- Information Commissioner;
- Commonwealth Ombudsman;
- Health and Disability Services Complaints Office; and
- Victims of Crime Commissioner

A series of free events hosted by the above agencies will be taking place during the visit.

See inside for event and registration information.

