

Regional Awareness and Accessibility Program

Public Sector complaint resolution and accountability agencies reaching out to the regions

MEDIA RELEASE

Tuesday, 2 November 2010

Accountability agencies strengthening links in the Great Southern

The office of the Western Australian Ombudsman and other key accountability and complaint resolution agencies will be visiting Albany on 17 to 19 November as part of the Regional Awareness and Accessibility Program.

The visit will involve staff from the Ombudsman's office, Energy Ombudsman's office, Office of the Information Commissioner, Office of Health Review and the Commonwealth Ombudsman's office.

The Great Southern regional visit aims to:

- Improve awareness of, access to, and use of, the accountability and complaint resolution agencies in the Great Southern region;
- Provide an opportunity for the local community to speak to officers from the accountability agencies face-to-face, to raise their concerns about government, health and disability services; and
- Promote good administrative practice, effective complaint/dispute resolution and appropriate access to information in the public sector.

Western Australian Ombudsman Chris Field said that improving awareness of the office, and strengthening relationships with regional communities, were key priorities for his office.

"We want to ensure that all of the accountability agencies are as accessible as they can possibly be to Western Australians living and working in the Great Southern region," Mr Field said.

The events taking place in Albany include:

- Complaints clinics, which provide an opportunity for members of the local community to raise their concerns face-to-face with the staff from the Western Australian Ombudsman, Energy Ombudsman, Office of Health Review and Commonwealth Ombudsman;
- A seminar for regionally-based public sector agencies and local governments to discuss good administrative practice, effective complaint/dispute resolution and appropriate access to information; and
- A seminar for community groups to discuss the role of the accountability agencies and how these agencies can assist in complaint/dispute resolution.

Individual meetings will be held with Indigenous community members discussing government service delivery and where the accountability agencies may be able to assist. Training and workshops for regionally-based public sector agencies, local governments and health providers will also take place.

For details of events for the Albany visit go to www.ombudsman.wa.gov.au

"We encourage interested members of the local community to attend the events to learn more about our agencies and provide feedback which can help us to deliver our services more effectively to the Great Southern region," said Mr Field.

See over for media contacts.



Senior officers from the office of the Western Australia Ombudsman and Energy Ombudsman, Office of the Information Commissioner, Office of Health Review and the Commonwealth Ombudsman's office will be available for media interviews prior to and during the regional visit. Photo opportunities can also be arranged during the visit. Contact the officers listed below for more information.

Media contacts

Western Australian Ombudsman/Energy Ombudsman – Janelle Walker,
Tel 08 9220 7555 Mobile 0434 187 523

Office of Health Review – Stephen Anderson, Tel 08 9323 0607 Mobile 0403 536 956

Office of the Information Commissioner – Grace Grandia, Tel 08 9220 7802

Commonwealth Ombudsman – Peter McKeirnan Tel 08 9220 7540

ENDS