

# Regional Awareness and Accessibility Program

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

## MEDIA RELEASE

Tuesday, 20 October 2009

## Accountability agencies reaching out to the Peel region

The Ombudsman and staff from other key accountability agencies are heading to Mandurah on 10 to 12 November as part of the Regional Awareness and Accessibility Program.

The Western Australian Ombudsman, Energy Ombudsman, Commissioner for Public Sector Standards, Information Commissioner, Director of the Office of Health Review and staff from the Commonwealth Ombudsman's office will hold a series of events to meet with local residents, community groups, Indigenous groups, government agencies and local governments to:

- Improve access to and understanding of these accountability agencies;
- Conduct complaints clinics for members of the public to raise concerns about government services; and
- Promote good administrative practice, effective complaint/dispute resolution, ethical conduct and appropriate access to information in the public sector.

Western Australian Ombudsman Chris Field said that strengthening relationships with the regions was a key priority 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 Peel region," said Mr Field.

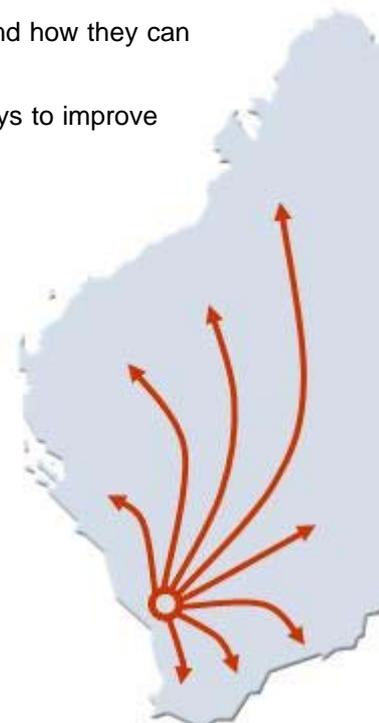
The events taking place as part of the Peel regional visit include:

- Complaints clinics, which will provide an opportunity for the public to raise concerns face to face with the staff of 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, ethical conduct and appropriate access to information;
- Workshops for public sector agencies and local governments on topics including complaint handling processes, unreasonable complainant conduct, managing conflict of interests, public interest disclosures and appointment and grievance procedures;
- A seminar for community groups to discuss the role of the accountability agencies and how they can assist in complaint/dispute resolution;
- A workshop with Indigenous community groups on issues of interest to them and ways to improve accessibility to the accountability agencies; and
- Individual meetings with key regional stakeholders.

For a full program of events for the Peel visit go to [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

"We encourage interested members of the Peel 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 Peel region," said Mr Field.

The Western Australian Ombudsman, Energy Ombudsman, Commissioner for Public Sector Standards, Information Commissioner, Director of the Office of Health Review and staff from the Commonwealth Ombudsman's office will be available for media interviews prior to and during the regional visit. Contact the officers listed below for more information.



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