

# South West (Bunbury, Collie and Harvey) Program of Events 19 - 21 March 2013

Events for the public	Events for public authorities and local governments	Events for community groups	Registration details/ further information
<p><b>Complaint Clinics</b> <b>Tuesday 19 March</b> 10.30am - 12.30pm</p> <p>Harvey Recreation and Cultural Centre Tom Latch Drive, Harvey &amp; 4.30pm - 6.00pm Hudson Road Family Centre 95 Hudson Road, Withers, Bunbury</p> <p><b>Wednesday 20 March</b> 12.00pm - 1.30pm Hudson Road Family Centre, Bunbury</p> <p><b>Thursday 21 March</b> 8.30am - 10.30am Collie Library Corner of Wittenoom and Steere Streets, Collie</p>	<p><b>Public Authority Seminar</b> <b>Tuesday 19 March</b> 12.00pm - 2.00pm All Seasons Sanctuary Cnr Old Coast Road &amp; Australind Bypass, Pelican Point, Bunbury</p> <p><b>Public Authority Workshops</b> <b>Wednesday 20 March</b> <i>Good Decision Making</i> 10.00am - 12.30pm &amp; <i>Effective Complaint Handling</i> 1.30pm - 4.00pm All Seasons Sanctuary, Bunbury</p>	<p><b>Community Group Expo</b> <b>Tuesday 19 March</b> 3.00pm - 5.00pm All Seasons Sanctuary, Bunbury</p>	<p>All events are <b>FREE</b> and available to everyone. <b>Registration is essential.</b></p> <p><b>Phone: (08) 9220 7567</b> <b>Toll free: 1800 117 000</b> <b>Email:</b> <a href="mailto:outreach@ombudsman.wa.gov.au"><u>outreach@ombudsman.wa.gov.au</u></a></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 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.

## Bunbury, Collie and Harvey

### 19 - 21 March 2013

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

- The Western Australian Ombudsman;
- Energy and Water Ombudsman;
- Information Commissioner; and
- Health and Disability Services Complaints Office

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

See inside for event and registration information.

