

Regional Awareness and Accessibility Program

MEDIA RELEASE

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Ombudsman visit the Indian Ocean Territories

Staff from the Western Australian Ombudsman and the Commonwealth Ombudsman are visiting the Indian Ocean Territories from 24 to 31 May as part of their Regional Awareness and Accessibility Program.

The visit involves meeting with community members, Western Australian and Commonwealth Government agencies and local governments.

The aim of the visit to the Cocos (Keeling) Islands and Christmas Island is to:

- Promote awareness of, and access to, Ombudsman services in the Indian Ocean Territories;
- Provide an opportunity for the local community to speak to Ombudsman staff face-to-face, to raise their concerns about services provided by Western Australian and Commonwealth Government agencies and local governments; and
- Promote good administrative practice and effective complaint resolution among service providers.

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

"We want to ensure that all our services are as accessible as they can possibly be to people living and working in the Indian Ocean Territories," Mr Field said.

Staff from the agencies will visit the Cocos (Keeling) Islands from 24 to 28 May and Christmas Island from 28 to 31 May and events will include:

- Complaints clinics, which provide an opportunity for the public to raise their concerns face-to-face with Ombudsman staff; and
- Visits to, and liaison with, public sector agencies, local governments and community groups.

More information on the visit to the Indian Ocean Territories is available on the Ombudsman Western Australia website at www.ombudsman.wa.gov.au.

Media contacts

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