

# Regional Awareness and Accessibility Program

## MEDIA RELEASE

Tuesday, 29 October 2013

## Accountability agencies strengthening links in the East Kimberley

The office of the Western Australian Ombudsman and other accountability agencies will be visiting Kununurra and Wyndham between 6 and 8 November as part of the Regional Awareness and Accessibility Program.

The visit will involve senior staff from the office of the Ombudsman, Energy Ombudsman, Commonwealth Ombudsman, Information Commissioner, Commissioner for Victims of Crime and the Health and Disability Services Complaints Office (HaDSCO).

The Kununurra regional visit aims to:

- Improve awareness, accessibility and use of the accountability agencies in the East Kimberley region;
- Provide an opportunity for the local community to speak to officers from the accountability agencies face-to-face, to raise their concerns; 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 our services are as accessible as they can possibly be to Western Australians living and working in the region,” Mr Field said.

The events taking place in Kununurra and Wyndham include:

- Complaints clinics, which provide an opportunity for members of the local community to raise their concerns face-to-face with the staff from each of the accountability agencies;
- 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;
- Individual meetings with Aboriginal community members to discuss government service delivery and where the agencies may be able to assist; and
- Training and workshops for regionally-based public sector agencies and local governments.

For details of events for Kununurra and Wyndham visit [www.ombudsman.wa.gov.au](http://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 region,” said Mr Field.



Senior officers from each of the accountability agencies will be available for media interviews prior to and during the regional visit. Contact the officers listed below for more information.

### **Media contacts**

Western Australian Ombudsman/Energy Ombudsman – Erin D’Mello, Tel 08 9220 7555

Commonwealth Ombudsman – Sandra Pelham, Tel 08 9220 7553

Office of the Information Commissioner – Grace Grandia, Tel 08 6551 7802

Health and Disability Services Complaints Office – Katy Lawton, Tel 08 6551 7620

Commissioner for Victims of Crime – Kylie Keenan Tel 9264 1451

**ENDS**



