

Regional Awareness and Accessibility Program

Kalgoorlie

30 July - 1 August

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

- The Western Australian Ombudsman;
- Energy and Water Ombudsman;
- Information Commissioner;
- Commonwealth Ombudsman;
- Health and Disability Services Complaints Office; and
- Commissioner for Victims of Crime

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

See overleaf for event and registration information.

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 and Water Ombudsman**. The Energy and Water Ombudsman receives and resolves complaints about electricity, gas and water services providers.

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.



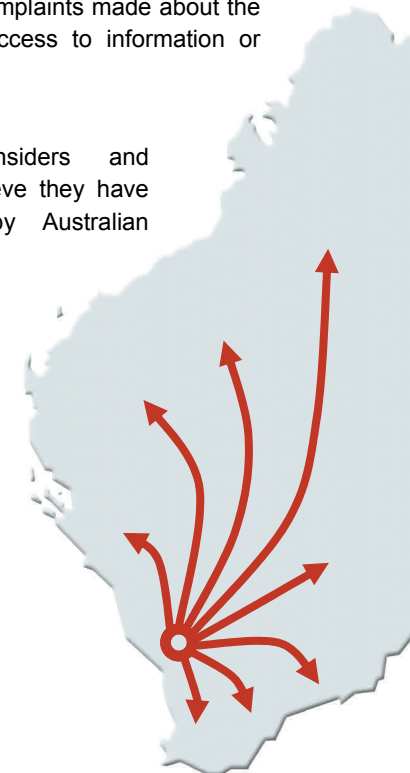
The **Commonwealth Ombudsman** considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by Australian Government agencies.



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.



The **Commissioner for Victims of Crime** champions the interests of crime victims, advising how relevant services can be improved, and ensuring that government agencies who deal with victims of crime do so with respect and fairness.



Kalgoorlie Program of Events

30 July - 1 August 2014

Events for the public	Events for public authorities and local governments	Registration details/ further information
<p>Complaint Clinics</p> <p>Thursday 31 July Ombudsman, Energy and Water Ombudsman, Commonwealth Ombudsman and Health and Disability Services Complaints Office 12.00 - 2.00pm and 4.30 - 6.00pm John Forrest Room Railway Motel 51 Forrest St, Kalgoorlie</p> <p>Friday 1 August Ombudsman, Energy and Water Ombudsman and Commonwealth Ombudsman 8.30 -10.30am John Forrest Room Railway Motel 51 Forrest St, Kalgoorlie</p> <p>Meetings will be arranged with Aboriginal agencies and community representatives during the visit.</p>	<p>Public Authority Workshops</p> <p>Wednesday 30 July <i>Workshop 1: Good Decision Making</i> 9.30am - 12.45pm & <i>Workshop 2: Effective Complaint Handling</i> 1.15 - 4.30pm Both Workshops will be held at John Forrest Room Railway Motel 51 Forrest St, Kalgoorlie</p> <p>Public Authority Seminar</p> <p>Friday 1 August 12.30 - 3.00pm John Forrest Room Railway Motel 51 Forrest St, Kalgoorlie</p>	<p>All events are FREE and available to everyone.</p> <p>Registration is essential for Workshops and Seminar.</p> <p>Phone: (08) 9220 7555 Toll free: 1800 117 000</p> <p>Email: <u>outreach@ombudsman.wa.gov.au</u></p>