

Regional Awareness and Accessibility Program

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

Tuesday, 14 April 2009

MEDIA RELEASE

Accountability agencies reaching out to the regions

The services that governments deliver affect a large number of people in their daily lives.

Key accountability agencies responsible for ensuring that these services are delivered fairly, accountably and responsively are visiting Kalgoorlie-Boulder on 4, 5 and 6 May 2009.

The Western Australian Ombudsman, Energy Ombudsman, Public Sector Standards Commissioner, Office of Health Review, Freedom of Information Commission and Commonwealth Ombudsman will hold a series of events to meet with residents, community groups, Indigenous groups, government agencies, local governments and others to:

- improve access to and understanding of these agencies; and
- promote good administrative practice, effective complaint/dispute resolution, ethical conduct and appropriate access to information in the public sector.

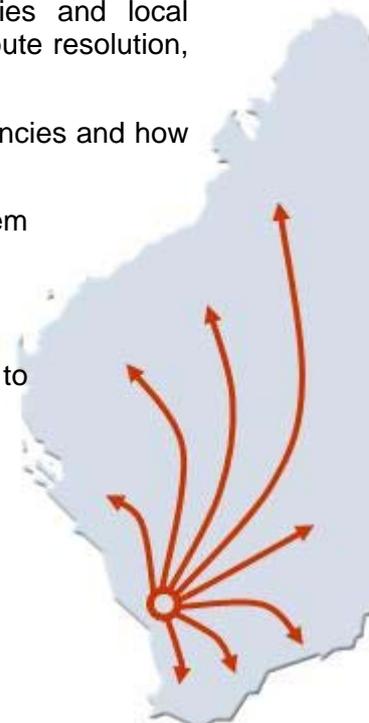
Western Australian Ombudsman Chris Field said the visit to the Goldfields-Esperance region was a high priority for 2009.

“We want to ensure that the services of our agencies are as accessible as they can possibly be to Western Australians living and working in the Goldfields-Esperance region,” said Mr Field.

The events taking place as part of the Goldfields-Esperance 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, Freedom of Information Commission and Commonwealth Ombudsman;
- A Seminar and Issues Clinic 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;
- 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 Goldfields-Esperance Regional Visit to Kalgoorlie-Boulder go to www.ombudsman.wa.gov.au/raap.html.



The Western Australian Ombudsman, Energy Ombudsman, Public Sector Standards Commissioner, Director of the Office of Health Review along with officers from the Freedom of Information Commissioner and Commonwealth Ombudsman 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 and Energy Ombudsman - Lisa Webb
Telephone 08 9220 7555 Mobile 0434 187523

Office of the Public Sector Standards Commissioner - Phil Torrisi
Telephone 08 9220 7127 Mobile 0423 290180

Office of Health Review – Stephen Anderson
Telephone 08 9323 0607 Mobile 0403 536 956

Freedom of Information Commissioner - Grace Grandia
Telephone 08 9220 7802

Commonwealth Ombudsman - Sandra Pelham
Telephone 08 9220 7553 Mobile 0401 138 115

ENDS