

Regional Awareness and Accessibility Program

MEDIA RELEASE

Friday 25 July 2014

Accountability agencies strengthening links in Kalgoorlie-Boulder

The office of the Western Australian Ombudsman will be visiting Kalgoorlie-Boulder between 30 July and 1 August as part of the Regional Awareness and Accessibility Program.

The offices of the Commonwealth Ombudsman, Information Commissioner, Commissioner for Victims of Crime and the Health and Disability Services Complaints Office will join the visit.

The Kalgoorlie-Boulder regional visit aims to:

- Improve awareness, accessibility and use of the agencies in the Kalgoorlie-Boulder region;
- Provide an opportunity for the local community to speak to officers from the 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.

“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 Kalgoorlie-Boulder include:

- Complaints clinics, which provide an opportunity for members of the local community to raise their concerns face-to-face with staff from the 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 Kalgoorlie-Boulder visit www.ombudsman.wa.gov.au/RAAP

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 and Water 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 – Sue James Tel 9264 1451

END



Office of the Information Commissioner



Health and Disability Services
Complaints Office (HaDSCO)



Government of **Western Australia**
Department of the **Attorney General**
Commissioner for **Victims of Crime**