

# Regional Awareness and Accessibility Program

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

## MEDIA RELEASE

Monday, 8 June 2009

## Accountability agencies reaching out to the Mid West region

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 responsibly are visiting Geraldton from 30 June - 2 July 2009.

The Western Australian Ombudsman, Energy Ombudsman, Commissioner for Public Sector Standards, Office of Health Review and Freedom of Information Commission 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 Mid-West 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 Mid West region," said Mr Field.

The events taking place as part of the Mid West 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 and Office of the Information Commissioner;
- 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 Mid-West Regional Visit go to [www.ombudsman.wa.gov.au/raap.html](http://www.ombudsman.wa.gov.au/raap.html).

The Western Australian Ombudsman, Energy Ombudsman, Commissioner for Public Sector Standards, Director of the Office of Health Review and Information Commissioner 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 - Janelle Walker,  
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**ENDS**

