

Regional Awareness and Accessibility Program

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

MEDIA RELEASE

Monday, 19 April 2010

Accountability agencies strengthening links with the Kimberley

The Office of the Western Australian Ombudsman and other key accountability agencies will be visiting Broome on 1 to 5 May as part of the Regional Awareness and Accessibility Program.

Staff from the Ombudsman's office, Energy Ombudsman's office, Office of the Commissioner for Public Sector Standards, Office of the Public Sector Commission, Office of the Information Commissioner, Office of Health Review and the Commonwealth Ombudsman's office will meet with local residents, community groups, Indigenous groups, State Government agencies and local governments during the visit.

The Kimberley regional visit aims to:

- Improve access to, and understanding of, the accountability agencies in the Kimberley region;
- Allow members of the local community to speak to officers from the accountability agencies face-to-face, to raise their concerns about government, health and disability services; 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 that strengthening relationships with the regions was a key priority for his office.

"We want to ensure that all of the accountability agencies are as accessible as they can possibly be to Western Australians living and working in the Kimberley region," Mr Field said.

The events taking place in Broome include:

- Complaints clinics, which provide an opportunity for the public to raise their concerns face-to-face with the staff from the Western Australian Ombudsman, Energy Ombudsman, Office of Health Review and Commonwealth Ombudsman;
- A seminar 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; and
- A seminar for community groups to discuss the role of the accountability agencies and how these agencies can assist in complaint/dispute resolution.

Meetings will be held with Indigenous community members discussing government service delivery and where the accountability agencies may be able to assist. Training and workshops for regionally-based public sector agencies, local governments and health providers will also take place.

For a full program of events for the Broome visit go to www.ombudsman.wa.gov.au

Staff from the Western Australian Ombudsman's office, the Energy Ombudsman's office, Office of Health Review and the Commonwealth Ombudsman's office will also be attending the North West Expo, held in Broome on 1 and 2 May 2010. Expo attendees can visit the complaint resolution agencies at booth A06 in the Indoor Pavilion, to discuss issues they have with State Government agencies, Commonwealth Government agencies or health and disability service providers.

"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 Kimberley region," said Mr Field.



Senior officers from Ombudsman Western Australia, Energy Ombudsman, Office of the Commissioner for Public Sector Standards, Office of the Public Sector Commission, Office of the Information Commissioner, Office of Health Review and the Commonwealth Ombudsman's office will be available for media interviews prior to and during the regional visit. Photo opportunities can also be arranged in Broome. Contact the officers listed below for more information.

Media contacts

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