

Regional Awareness and Accessibility Program

MEDIA RELEASE

Tuesday, 14 August 2012

Accountability agencies strengthening links in the Pilbara

The office of the Western Australian Ombudsman and the Office of the Information Commissioner will be visiting the Pilbara between 28 and 30 August as part of the Regional Awareness and Accessibility Program.

The visit will involve staff from the Ombudsman's office, Energy Ombudsman's office and office of the Information Commissioner.

The Pilbara regional visit aims to:

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

"We want to ensure that the offices of the Ombudsman and Information Commissioner are as accessible as they can possibly be to Western Australians living and working in the Pilbara region," Mr Field said.

The events taking place in the Pilbara include:

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

Individual meetings will be held with Indigenous community members to discuss government service delivery and where the two agencies may be able to assist. Training and workshops for regionally-based public sector agencies and local governments will also take place.

For details of events for the Pilbara visit go to www.ombudsman.wa.gov.au

"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 Pilbara region," said Mr Field.



Senior officers from the office of the Western Australia Ombudsman, Energy Ombudsman and office of the 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/Energy Ombudsman – Erin D’Mello,
Tel 08 9220 7555

Office of the Information Commissioner – Grace Grandia, Tel 08 6551 7802

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