



## Enhanced education focus recommended for oversight agencies

The Victorian Parliament's Accountability & Oversight Committee has recommended enhanced education, training and communications by Victoria's oversight agencies in a report tabled in Parliament today.

The report includes 17 recommendations focusing on the responsibilities of the Ombudsman, Victorian Information Commissioner and Victorian Inspectorate.

"The Committee found that more needs to be done to better inform the community about the role and work of the oversight agencies and how they can work in the interests of all Victorians," said Committee Chair, Neil Angus MP.

"Public confidence is essential and people will only engage with the oversight agencies where they have confidence in the capacity of these agencies to uphold their rights or respond to their requests in a fair, equitable and timely manner," Mr Angus said.

"Effective education, training and communications programs are vital for ensuring the effectiveness of Victoria's oversight agencies."

Among its recommendations, the Committee has proposed that:

- The Victorian Ombudsman be provided with a statutory education and training function, and specifically engage with young people and disadvantaged groups, through its community education and awareness-raising activities.
- Enhanced and independently evaluated e-learning programs be carried out by the Victorian Information Commissioner, and the Victorian Government invest further in the provision of e-learning training and workshops.
- The Victorian Information Commissioner publish freedom of information review decisions online.
- The Victorian Inspectorate review its website and include a series of case notes to provide guidance on matters of frequent complaints.
- The oversight agencies deliver presentations to a wider audience.
- The Victorian Government promote options for greater support of the public, including legal and counselling-based services, for people who remain dissatisfied with a final decision of the oversight agencies, in particular where they have exhausted all available review options.

The report is available from the Committee's [website](#).

**Media queries**

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