

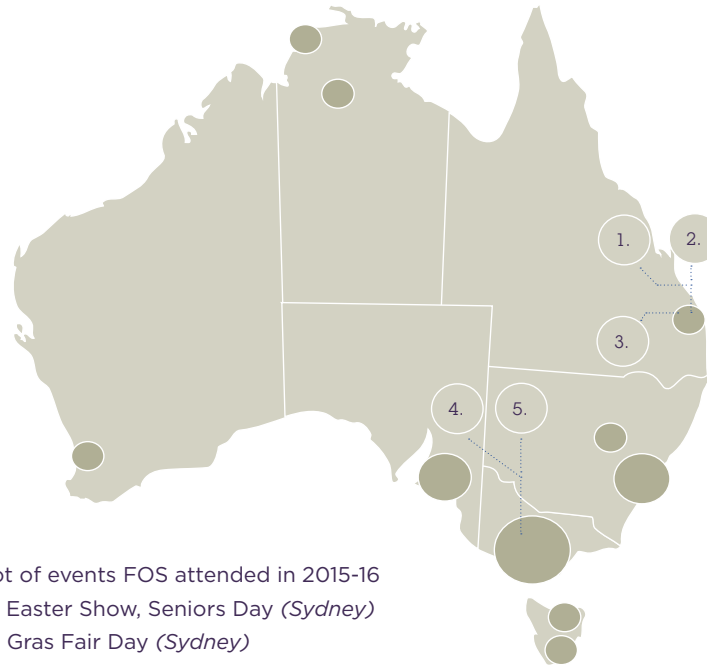
Clear access

The Financial Ombudsman is committed to being accessible to everyone. For us, accessibility is not a choice: it's an essential element of fairness

Our ongoing commitment to accessibility includes spreading the word about who we are and what we do. FOS also partners with community groups to understand the needs of vulnerable people so we can adapt our ways of working to achieve good outcomes.

FOS is a vital service for vulnerable people experiencing financial difficulty

Conferences and public outreach events



A snapshot of events FOS attended in 2015-16

1. Royal Easter Show, Seniors Day (Sydney)
2. Mardi Gras Fair Day (Sydney)
3. Yabun Festival (Camperdown)
4. National Elder Abuse Conference (Melbourne)
5. National Association of Community Legal Centres Conference (Melbourne)

Our community partners



Financial counsellors



Community and legal aid lawyers



Financial capability workers



Community services and welfare workers

Our approach in 2015-16

- 27 community events
- 10 accessibility guides
- 13 foreign language brochures
- 625 requests for translators
- 13 translated web pages
- 20 translated animations
- 196 requests for Accessibility specific advice
- 918 views of "FOS presents Sarah's story in Auslan"

Reconciliation Action Plan

In August 2016 Reconciliation Australia endorsed FOS's first Reconciliation Action Plan (RAP).

