

# 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.



The Financial Ombudsman Service acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community.

We pay our respects to Elders past, present and future.

## Our community partners



Financial counsellors



Financial capability workers



Community and legal aid lawyers



Community and social services workers

## FOS is a vital service for vulnerable people experiencing financial difficulty

### Reconciliation Action Plan

Achievements under the FOS RAP include:

- » *Share our Pride* elearning developed in partnership with Reconciliation Australia
- » Guidance for staff around cultural protocols
- » Recognition and acknowledgement of Aboriginal and Torres Strait Island dates of significance
- » Key staff attended cultural immersion programs
- » In-depth review of disputes lodged by Aboriginal and Torres Strait Islander people to measure effectiveness of current processes

### Family Violence Working Group

Achievements of the FVWG include:

- » Consultation with member financial services providers to understand industry best practice in relation to identifying and working with victims of family violence
- » Training, practical guidance and resources for staff working with people experiencing financial abuse as a result of family violence, including older Australians
- » Visits to family violence services to raise awareness of how FOS can help
- » Dedicated leave for staff and manager-specific training to support colleagues

### A snapshot of conferences and community outreach events FOS attended in 2016-17

- » Financial Counselling Australia conference (Gold Coast)
- » Australian Council of Social Service conference (Sydney)
- » Homeless Connect (Sydney)
- » Chin Hakha community meeting (Melbourne)
- » Tiwi Islands community visit (Bathurst Island)

### 2016-17 accessibility indicators

34	community events
13	accessible audio translations
744	requests for translators
70	translated brochures, fact sheets and forms
1,468	requests for additional assistance
670	YouTube views of 'Sarah's story' in Auslan
5,239	brochures requested by community organisations