

Clear engagement

As the Financial Ombudsman we develop relationships that are built on shared values and trust

FOS works closely with stakeholders and consults on many aspects of our work.

Some of our key activities are:



listening to the views of our applicants and other stakeholders to ensure our service meets their needs and is simple and quick to use as possible



organising open forums and participating in educational events and conferences in all capital cities for industry and consumer groups to explain our role and approach to important and topical issues



participating in industry conferences, panel discussions, seminars, training, meetings and workshops for industry associations, members and specialist financial services groups



holding face-to-face meetings with members with high dispute numbers



sharing our knowledge in public submissions to inquiries, reviews and consultations



attending a range of community outreach forums, events and engagements



strengthening relationships and partnerships with consumer representative organisations, and with agencies including government departments providing support services for vulnerable and disadvantaged consumers

FOS has a broad range of stakeholders:

- » financial services providers (members of FOS)
- » consumer representatives including financial counsellors, community and legal aid lawyers, and financial capability workers
- » ASIC and other government bodies
- » peak industry bodies
- » and the Australian community

FOS shares our experience in a range of ways to help financial services providers and the community understand our service through face-to-face events, webinars, publications, the media and the home of FOS online, www.fos.org.au

In one year 2015-16



24 industry forums held in major cities



27 community outreach events nationally



467 participants in new dispute resolution webinar



1000 LinkedIn followers in first 12 months



14 information available in range of languages spoken in Australia



10 submissions to inquiries, reviews and consultations