

Clear engagement

At 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 our applicants and other stakeholders to ensure our service meets their needs and is as simple and quick to use as possible



organising open forums and participating in educational events and conferences 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 agencies including government departments that provide support services for vulnerable and disadvantaged consumers.

FOS has a broad range of stakeholders:

- » financial services providers who are members of FOS
- » consumer representatives such as financial counsellors and community lawyers
- » ASIC and other government and industry bodies
- » 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 2016-17



22

industry forums held in major cities



34

community outreach events nationally



502

LinkedIn followers in first 12 months



14

information brochures published in a range of languages spoken in Australia



11

submissions to inquiries, reviews and consultations