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Mr Sean Coley  
Executive Officer  
Accountability and Oversight Committee  
Parliament of Victoria  
By email: [aoc@parliament.vic.gov.au](mailto:aoc@parliament.vic.gov.au)

**INQUIRY INTO EDUCATION, TRAINING AND COMMUNICATION INITIATIVES OF VICTORIAN OVERSIGHT AGENCIES**

Dear Mr Coley

Thank you for offering ANZOA the opportunity to make a submission to the Accountability and Oversight Committee's *Inquiry into Education, Training and Communications Initiatives of Victorian Oversight Agencies*.

ANZOA is not in a position to make specific assessments about the effectiveness of the education, training and communication initiatives undertaken by the three Victorian agencies under review. However, I draw the Accountability and Oversight Committee's attention to the principles and practices of the *CDR Benchmarks*, which are regarded as best practice for all Ombudsman offices, whether parliamentary or industry-based.

The *CDR Benchmarks* publication addresses six principles — accessibility, independence, fairness, accountability, efficiency and effectiveness — supporting each with key practices for implementation, some of which are likely to be relevant to the 'education, training and communications' subject matter of your Inquiry. As some examples:

- the principle of 'accessibility' includes key practices around awareness, promotion and access
- the principle of 'accountability' includes key practices around reporting for the purposes of building understanding (within the community, as well as in agencies under jurisdiction) of the office's role, powers, processes and performance
- the principle of 'effectiveness' includes key practices around coverage, office performance, compliance and periodic independent review.

The *CDR Benchmarks* publication is available in two parts from the website of The Treasury, Australia: *Principles and Purposes*<sup>1</sup> and *Key Practices*.<sup>2</sup> It is also linked from the home page of the ANZOA website: [www.anzoa.com.au](http://www.anzoa.com.au).

Yours sincerely

Judi Jones  
**ANZOA Chair**

<sup>1</sup> <http://www.treasury.gov.au/PublicationsAndMedia/Publications/2015/benchmarks-ind-cust-dispute-reso>

<sup>2</sup> <http://www.treasury.gov.au/PublicationsAndMedia/Publications/2015/key-pract-ind-cust-dis-reso>