

ANZOA 2016

Future ready: dispute resolution and technology

Stephen Mumford
Assistant Ombudsman

Digital Strategy

Annual Plan 2015-16

VICTORIAN
ombudsman

Our purpose

Ensure fairness for Victorians in their dealings with the public sector and improve public administration

Our strategic focus areas

A more accessible complaints handling system for Victorians

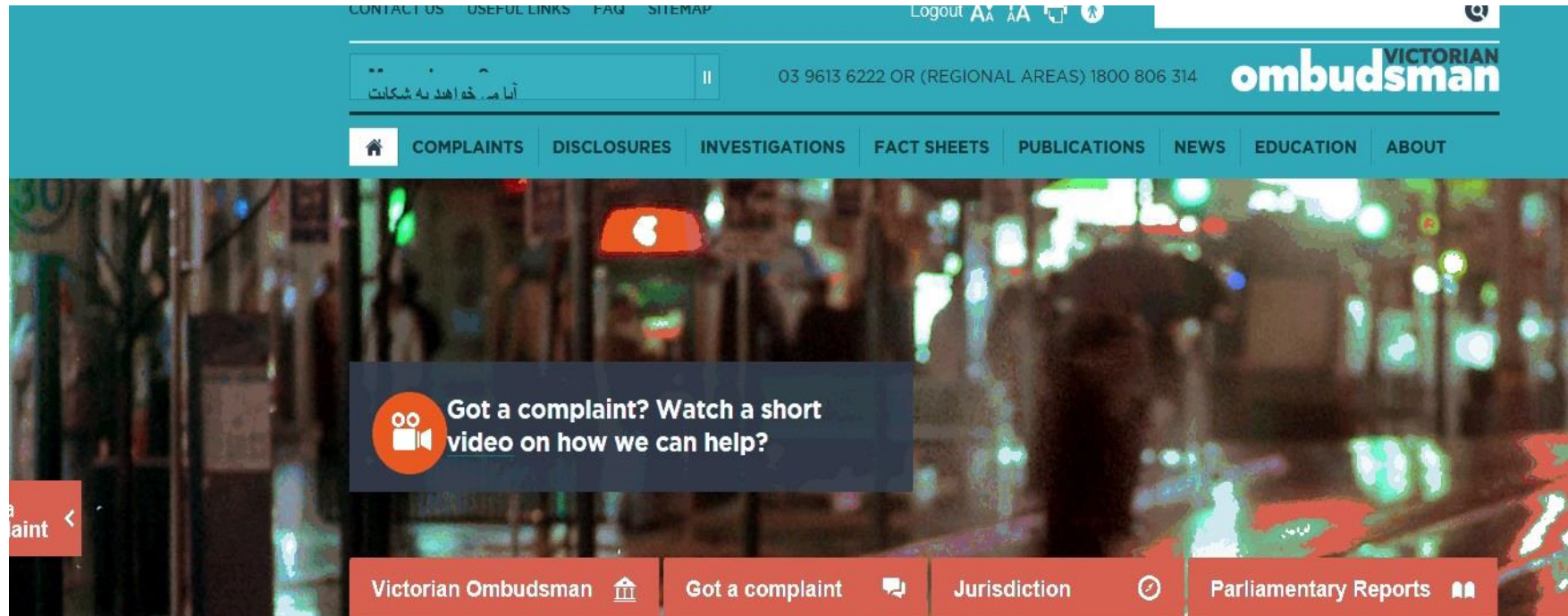
Turn data into knowledge

Recognised as a leader for our excellence and expertise in enquiries, investigations and improving public administration

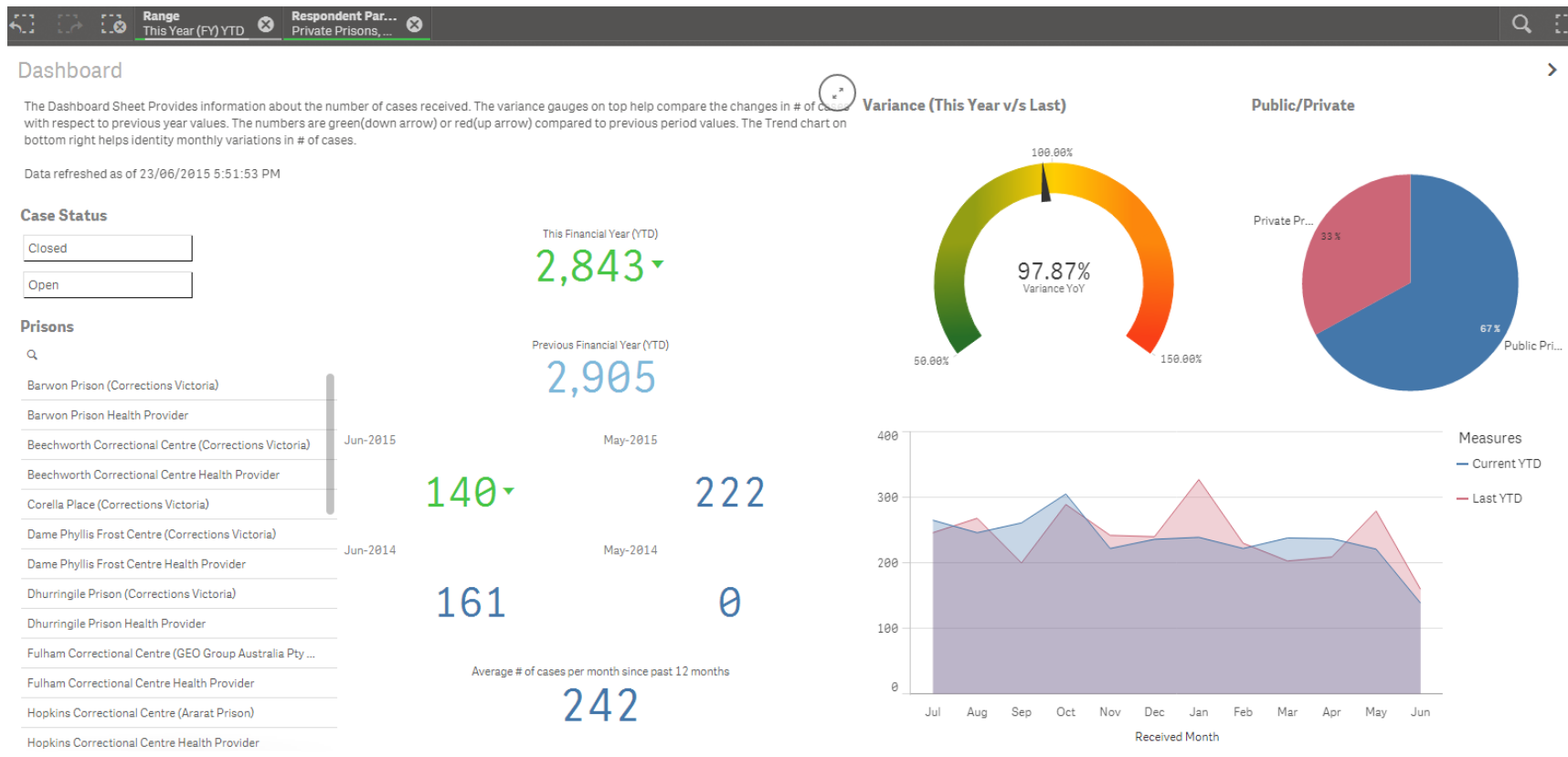
Develop and support our people and provide a healthy and flexible working environment

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Access



Data into knowledge



Questions



Source: <http://i.huffpost.com/gen/2497438/images/o-FRIEND-ASKING-QUESTION-facebook.jpg>