

Media Release



Government of South Australia

Office of Consumer and
Business Affairs

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Services adjusted to meet demand

The community in the Whyalla region has shown its support for the ongoing service delivery partnership between the Office of Consumer and Business Affairs (OCBA) and Service SA.

Recent figures show a steady increase in the number of financial transactions undertaken for OCBA at the Service SA Customer Service Centre in Whyalla. Over the past 10 months there have been more than 650 OCBA transactions including: applications for birth, death or marriage certificates; lodging a rental bond; applying for or renewing an occupational licence; and registering a business name.

The Commissioner for Consumer Affairs, Mark Bodycoat said it was pleasing to see the community utilising their local Service SA Centre for OCBA related transactions. Service SA Centres provide a central point for the community to obtain government information about a wide range of topics and conduct related transactions.

“Delivering transaction services through Service SA is one way that OCBA services can be more accessible to the community. Other ways to access OCBA services include phoning for advice for the cost of a local call, or visiting the website to download forms, conduct some online transactions, and access useful information” said Mr Bodycoat.

With the increase in customers accessing services and information via the OCBA website and transaction services at Service SA, the demand for OCBA’s visiting service for face-to-face advice has been low. From 1 November 2006 OCBA resources will be devoted to providing advice over the telephone rather than continuing the visiting service. Customers can contact OCBA on 131 882 for the cost of a local call during business hours for advice and information.

A range of OCBA transactional services will continue to be available from Service SA at 171 Nicolson Avenue, Whyalla Norrie. Business hours are 9am - 5pm Monday to Friday.

For more information about OCBA services telephone 131 882 or visit www.ocba.sa.gov.au