

Strategic Review of the
Office of the Qld
Ombudsman
Submission 004

Your ref: 11.9.3.c
Our ref: MEX-12-713

Mr Ray Hopper MP
Chair
Legal Affairs and Community Safety Committee
Parliament House
George Street
Brisbane Qld 4000

Dear Mr Hopper

Thank you for your correspondence dated 16 July 2012 inviting Queensland Rail Limited (Queensland Rail) to provide input to the five yearly strategic review of the Ombudsman's Office.

As a government owned corporation, Queensland Rail does not fall within the scope of the Ombudsman's Office. However, I acknowledge that the Ombudsman has traditionally played a critical governance role in the State - investigating complaints about the actions and decisions of Queensland public agencies and their staff that may be unlawful, unreasonable, unfair, discriminatory or otherwise wrong.

Queensland Rail has a number of reporting mechanisms internally and externally that provide such a role.

Internally, we have a:

- Diversity and Workplace Intervention Unit to develop and implement programs and initiatives which create an inclusive and flexible working environment, and provide a Framework which facilitates prompt and effective resolution of employee issues; and
- an Internal Audit – Ethics team to encourage understanding and reporting of suspected official misconduct, and to conduct reviews and investigations.

From an external perspective, we have a number of agencies that we work closely with, including:

- Queensland Audit Office;
- Crime and Misconduct Commission; and
- safety and environmental regulators.

Members of the community and our suppliers are also not left out. They are always welcome to report their concerns to the above agencies, management or executives of the specific Queensland Rail business, my office, or to the office of the Chairman. Issues and concerns are also raised with local Members of Parliament or to the Minister for Transport and Main Roads directly.


I am not aware of any widespread community concerns that Queensland Rail fails to act on matters reported through to us and as such, believe the level of current oversight is appropriate.

I look forward to continuing our work with Government in considering any further oversight and transparency measures to further improve our governance framework.

Yours sincerely



Jim Benstead
Acting Chief Executive Officer

 August 2012