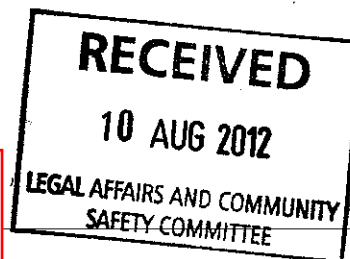


**TOWNSVILLE CITY COUNCIL**

OFFICE OF THE CHIEF EXECUTIVE

Strategic Review of the  
Office of the Qld  
Ombudsman  
Submission 005



Date >> 3 August 2012

TOWNSVILLE CITY COUNCIL  
ADMINISTRATION BUILDING  
103 WALKER STREET

PO BOX 1268, TOWNSVILLE  
QUEENSLAND 4810

**Mr Ray Hopper MP**

Chair  
Legal Affairs and Community Safety Committee  
Parliament House  
George Street  
BRISBANE QLD 4000

TELEPHONE >> 1300 878 001  
FACSIMILE >> 07 4727 9050

enquiries@townsville.qld.gov.au  
www.townsville.qld.gov.au

Dear Mr Hopper

**Committee Review of the Strategic Review of the Queensland Ombudsman – call for submissions. Your reference: 11.9.3.c**

Thank you for the opportunity to comment on this strategic review. Townsville City Council fully supports the role and activities of the Office of the Ombudsman. They do an excellent job, communicate fully in relation to matters under review and in a timely manner. The training sessions facilitated by the Office are also very informative and generally very timely.

Once again, thank you for this opportunity.

Yours sincerely

A handwritten signature in black ink, appearing to read "Ray Burton".

**Ray Burton**

Chief Executive Officer