



Strategic Review of the
Office of the Qld
Ombudsman
Submission 007

Our ref: DG20615

Your ref: 11.9.3c

19 AUG 2012

Department of Transport and Main Roads
Office of the Director-General
85 George Street Brisbane
GPO Box 1549 Brisbane
Queensland 4001 Australia
Telephone +61 7 3306 7316
Facsimile +61 7 3306 7122

Mr Brook Hastie
Research Director
Legal Affairs and Community Safety Committee
Parliament House
George Street
Brisbane Qld 4000

Dear Mr Hastie

I refer to correspondence from Mr Ray Hopper MP, Chair of the Legal Affairs and Community Safety Committee in relation to the Committee's review of the strategic review of the Office of the Queensland Ombudsman – call for submissions.

I appreciate the opportunity extended to the Department of Transport and Main Roads (TMR) to provide a submission in relation to the strategic review report and the 57 recommendations arising from the review. TMR supports all recommendations put forward for consideration in the report. However, there are several recommendations that I would like to make comment on.

Section D outlines strategic matters including a proposal for the development of a complaints standards authority. As the Ombudsman plays a significant role in setting the standard of complaint handling, the recommendation is for consideration to be given to establishing a complaints standards authority that will develop, implement and monitor a set standard throughout government.

With the introduction of a complaints standards authority, greater consistency and standardised process modelling for managing complaints across government will be achieved. TMR supports the recommendations made relating to section D.5 of the report.

Section E of the report addresses operational matters and the following comments are offered in relation to section E.7: education issues and section E.8: compliance. The Ombudsman is active in providing a variety of education and awareness programs to government agencies, in particular programs on good decision making.

The ongoing delivery of educational and awareness programs to government agencies by the Ombudsman is resource intensive, although beneficial to agencies. TMR commends the Ombudsman for the high quality of these programs and supports the continuation of this service.

The Ombudsman undertakes regular audits of complaints management systems throughout government and in 2010/11 undertook an audit of TMR's systems. This audit concluded that TMR was compliant with the requirements, but made certain recommendations for better practice. TMR acknowledges regular compliance audits are an important tool in identifying compliance levels and better practice.

The reports' recommendation regarding compliance suggests that the Ombudsman gives greater priority to an increased level of targeted compliance auditing of complaints management systems. TMR fully endorses this recommendation and encourages and supports the continuation of this type of targeted auditing function.

All other recommendations pertaining to this strategic review are fully supported by TMR.

Once again I thank you for the opportunity to offer comment on the Committee's review of the strategic review of the Office of the Queensland Ombudsman report and I trust this submission will be of assistance to you.

If you require further information or clarification, please call Mr Trevor Chippindall, Director (Ethical Standards), on telephone [REDACTED] or by email at [REDACTED]. Mr Chippindall will be pleased to assist in relation to the review.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Michael Caltabiano', with a small 'for' written below it.

Michael Caltabiano
BE (Hon) MPhil GDBA FIEAust FAICD RPEQ IAMA
Director-General
Department of Transport and Main Roads