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OUR REF: 1/3/87-04#1203775



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The Research Director
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Dear Sir / Madam

Strategic Management Reviews

The Local Government Association of Queensland recently circulated for comment to Queensland Councils two reviews recently conducted by the your Committee:

These reports have now been considered by Cairns City Council and the following comments are provided for your information.

REPORT ON THE STRATEGIC MANAGEMENT REVIEW – OFFICE OF THE INFORMATION COMMISSIONER, APRIL 2006.

1. Role of the Office of the Information Commissioner

Report recommendation – that the Office of the Information Commission continue to undertake the role of external review and that this be a separate agency to any subject to the FOI Act.

Council response – Cairns City Council supports this recommendation.

2. Conduct of External Reviews

Report recommendation –that External Reviews be conducted more expeditiously. In particular the review supports the use of mediation strategies, issuing of a "preliminary views" and closer monitoring of review staff progress on specific matters. The report recommends that non-complex reviews should be completed within 3 months and all should be completed within 12 months. The report also recommends that templates be improved to ensure that decisions are easy to comprehend and helpful to stakeholders.

Council response – Cairns City Council supports this recommendation.

3. Demand Management

Report recommendation – greater training support to agency FOI decision makers and the introduction of a fee for internal review of FOI decisions.

Council response – Cairns City Council supports this recommendation.

4. Role of the Parliamentary Committee

Report recommendation – because the office is not subject to FOI review the Parliamentary Committee role in the oversight of this office should continue.

Council response – Cairns City Council supports this recommendation.

REPORT ON THE STRATEGIC MANAGEMENT REVIEW – OFFICE OF THE QUEENSLAND OMBUDSMAN, APRIL 2006.

1. Assessment and Investigation Process

Report recommendation – increased use of informal resolution techniques and procedures introduced to ensure that bureaucracy is kept to an absolute minimum.

Council response – Cairns City Council supports this recommendation.

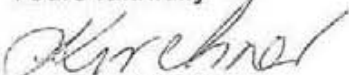
2. Vexatious Complainants:

Whilst the report talks about vexatious complainants who take up a disproportionate amount of time and resources it does not make any recommendations.

Cairns City Council recommendation – as a minimum, Council would like, when the Ombudsman's office publishes statistics, that they clearly show the percentage of complaints that are deemed vexatious and those that are considered unfounded.

Please do not hesitate to contact me if you require any additional information regarding Council's feedback on these two reviews.

Yours faithfully



LINDA KIRCHNER
Manager Administration