

No 8



**Queensland  
Government**

**Mal Grierson**  
Director-General

Department of Public Works

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Ms J Copley  
Research Director  
Legal, Constitutional and Administrative Review Committee  
Parliament House  
George Street  
Brisbane Qld 4000

Dear Ms Copley

**2005-2006 Strategic Reviews of the Offices of the Queensland Ombudsman and  
Information Commissioner**

I refer to your recent correspondence inviting the Department to make a submission in respect to the above reviews.


The Department has reviewed the *Report of the Strategic Management Review – Office of the Queensland Ombudsman* and the *Report of the Strategic Management Review – Office of the Information Commissioner*.

The reports are thorough and provide an interesting insight into the operations, issues and challenges confronting both Offices.

The Department supports the view put forward in both reports that the resolution of referred matters should occur in a timely manner and be informal and non-legalistic to the greatest extent practicable to facilitate all parties' understanding of decisions. Both Offices also identify a need for the provision of effective support and training to public sector agencies to facilitate sound initial decision-making. This approach is also supported by the Department.

Thank you for the opportunity to provide a submission to the 2005 - 2006 Strategic Reviews of the Offices of the Queensland Ombudsman and Information Commissioner.

Yours faithfully



**Mal Grierson**  
Director-General