



DEPARTMENT OF HOUSING

Submission No 20
Spec 14.1

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LEGAL, CONSTITUTIONAL AND ADMINISTRATIVE REVIEW COMMITTEE

Original Received 22/9/98

Mr G Fenlon MLA
Legal, Constitutional and Administrative Review Committee
Legislative Assembly of Queensland
Parliament House
George Street
BRISBANE QLD 4000

Dear Mr Fenlon

I refer to your letter of 13 August 1998 to the Honourable R Schwarten MLA, Minister for Public Works and Minister for Housing, enclosing a copy of the executive summary and recommendations of the Report of the Strategic Review of the Queensland Ombudsman, tabled in the Legislative Assembly on 6 May 1998. Your letter has been referred for my reply on behalf of the Department of Housing.

The Ombudsman performs an important role in reviewing administrative decisions following complaint by persons aggrieved by such decisions. The conclusion in paragraph 3 of the executive summary of the continued need for an Ombudsman, is therefore supported.

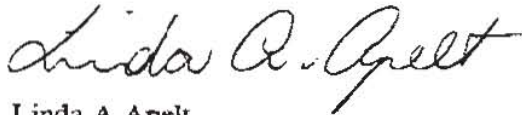
I note the comment at paragraph 8 of the executive summary, that it is considered essential for the Queensland Ombudsman to follow international and interstate trends and become less reactive and less oriented to individual complaints, and become more proactive, systemic and preventative. Although this comment is supported, it is considered desirable that the Ombudsman also maintains the traditional role of investigating individual complaints.

The comments in paragraph 9 and 12 of the executive summary regarding the need to clarify and streamline the role and functions of the Ombudsman, are also supported.

I thank you for the opportunity to comment on the Strategic Review Report. I trust that these comments are helpful in concluding the Committee's review of this important public office.

Should you require further information regarding this matter, please telephone Mr Fergus Smith, the Director of this Department's Strategic Planning and Review on (07) 3227 6256, who will be happy to assist.

Yours sincerely



Linda A Apelt
A/Director-General
Department of Housing

17/9/1998