



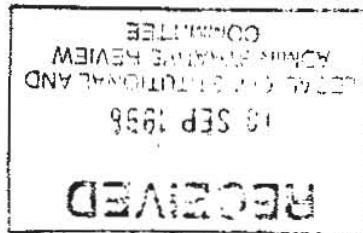
## DEPARTMENT OF PUBLIC WORKS

Submission 23  
Spec 14-1

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Director-General

Ref: ESU13494



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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 Public Works.

This department has been the subject of only a small number of investigations by the Ombudsman. Despite this, it is perceived that the Ombudsman performs an important role in reviewing administrative decisions following complaint by persons aggrieved by such decisions.

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. Whereas this comment is supported, it is considered desirable that the Ombudsman also maintains the Ombudsman's traditional role of investigating individual complaints.

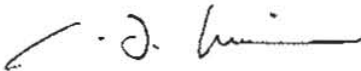
Other useful proposals in the Report are:

- the suggestion in paragraph 11 of the executive summary that there be more effective liaison between Government agencies and the Ombudsman's office; and
- the proposal in recommendation 6 that information kits be developed for departments outlining the procedures and criteria used by the Ombudsman, and for the development of internal review mechanisms for agencies for their own complaints, and a model internal investigatory processes on receipt of a complaint from the Ombudsman.

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 John Scrivens, the Director of this department's Legal and Contractual Services, on (07) 3224 5240.

Yours faithfully



**Mal Grierson**  
**A/Director-General**