

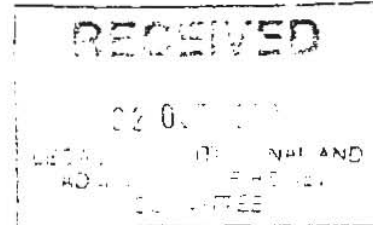


# Queensland Department of Transport

Director-General, Bruce Wilson

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21 FEB 1998



The Honourable Gary Fenlon MLA  
Chair of the Parliamentary Legal, Constitutional  
and Administrative Review Committee  
Parliament House  
George Street  
Brisbane QLD 4000

Dear Mr Fenlon,

I refer to your Strategic Review of the Queensland Ombudsman and in particular the Executive Summary and Recommendations of the Report produced by Professor Kenneth Wiltshire. I appreciate the opportunity to comment on the findings of the review and submit the following for your information.

In general, the Review of the Queensland Ombudsman has been welcomed and will provide a direction for change that will lead to addressing the backlog of cases, greater proactivity in the prevention of cases, and role clarification and communication.

The report recommendations of working more closely with the Ombudsman through dedicated contact points (No's 7 and 8), and seconding staff from other agencies (No. 11) are supported by this department and every assistance in establishing these contacts and associated arrangements is offered.

Recommendation 9 dealing with improved relations with government agencies is already supported by Queensland Transport in inviting staff of the Office of the Ombudsman to seminars dealing with new policies and legislation. I welcome the opportunity to involve Ombudsman staff in transport policy development and expect this can be effected through the contact points.

Recommendations for the use of new performance indicators (No. 16) and early intervention in case management (No. 18), as well as increased awareness of the role of the Ombudsman, should assist in resolving many difficulties which the Office has experienced. In particular, those recommendations which focus on the internal processes of the Office of the Ombudsman and the attention to updating and reviewing current systems are endorsed.

As an initial point of reference for this department in establishing relevant contacts with the Office of the Ombudsman, please contact Paul Byrne, Principal Advisor (Corporate Services) on 3237 1133.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Bruce Wilson', written in dark ink.

**Bruce Wilson**  
**Director-General**