




Speech By
Corrine McMillan

MEMBER FOR MANSFIELD

Record of Proceedings, 17 October 2019

LEGAL AFFAIRS AND COMMUNITY SAFETY COMMITTEE

Report, Motion to Take Note

 **Ms McMILLAN** (Mansfield—ALP) (3.15 pm): The Office of the Queensland Ombudsman forms a key part of the Palaszczuk government's integrity agenda. Report No. 40 of the Legal Affairs and Community Safety Committee provides oversight of the Office of the Queensland Ombudsman. The report notes the excellent achievements, as noted by the member for Lockyer, of the Office of the Queensland Ombudsman. The committee was fortunate to have met with the Ombudsman, Mr Clarke, and some of his colleagues to have them update us on the achievements of the office of the Ombudsman. The office of the Ombudsman has to deal with an extraordinarily wide array of subject matter. It receives referrals for investigation from the public and the Legislative Assembly and is able to instigate its own investigations.

Despite the significant workload, the office has been able to finalise complaints on average three days quicker than it did in the 2016-17 year. This efficiency has allowed the office of the Ombudsman to complete 1,344 investigations, resulting in 262 total or partial rectifications, and to provide 156 training sessions to public sector officers. Seventy of these were held in regional Queensland.

The absence of a backlog of cases allows the office of the Ombudsman to engage proactively across government to assist agencies to effectively manage compliance and minimise risk, ensuring that the decisions of agencies reflect the Palaszczuk government's integrity agenda. I commend this report to the House.