



Speech By  
**Natalie Marr**

**MEMBER FOR THURINGOWA**

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Record of Proceedings, 12 February 2026

**JUSTICE, INTEGRITY AND COMMUNITY SAFETY COMMITTEE**

**Report, Motion to Take Note**

 **Ms MARR** (Thuringowa—LNP) (3.12 pm): Today I rise to talk to the Justice, Integrity and Community Safety Committee report No. 18 of the 58th Parliament titled *Oversight of the Queensland Ombudsman*, with a focus on the 2023-24 financial year. This report fulfils the committee's statutory responsibility under the Ombudsman Act 2001 to conduct annual oversight of the Ombudsman's operations, including its core functions of investigating complaints against state government departments, local councils and state schools, TAFE colleges and public universities. It also encompasses the Ombudsman's role as Inspector of Detention Services monitoring youth and adult detention facilities and its oversight of public interest disclosure under the Public Interest Disclosure Act 2010.

Key details from the report highlight the Ombudsman's case load for 2023-24 under the former Labor government. The office received 3,456 complaints, marking a 12 per cent increase from the previous year, with the highest volumes directed at the former department of children, youth justice and multicultural affairs, 512 cases; Queensland Health, 478 cases; and the Department of Education, 412 cases. Of these, 1,278 complaints were assessed as requiring investigation, leading to 892 full investigations and 456 early resolutions. The report notes that 78 per cent of resolved complaints resulted in administrative improvements such as policy provisions or procedural changes in agencies.

In its capacity as Inspector of Detention Services, the Ombudsman conducted 145 site visits across 12 facilities. The annual operational report details 56 recommendations issued to the department of youth justice focusing on risk management and rehabilitation. This is a damning indictment on a failure to support staff, to maintain centres and to provide an environment of safety for our youth. The report also covers public interest disclosures with 189 reports received, primarily concerning workplace misconduct and corruption risks of 47 cases. Oversight activities included 23 training sessions delivered to 1,456 public sector employees on disclosure processes, contributing to a 15 per cent rise in early reporting.

Financially, the Ombudsman's budget for 2023-24 totalled \$18.7 million, with \$12.4 million allocated to complaint investigations and \$4.2 million to detention oversight. Operational efficiencies reduced average investigation times from 145 days to 128 while maintaining a 95 per cent compliance rate with timeliness benchmarks. It also outlines collaborative efforts with the Crime and Corruption Commission on 34 joint inquiries into agency misconduct.

In line with the committee's duties, the report identifies areas for enhanced procedures such as expanded digital complaint portals to handle the growing case load and strengthened data-sharing protocols for detention monitoring. Pursuant to recommendation 1 of the report, I support the motion that the House notes the contents of this report. I commend this document to the House as a comprehensive account of the Ombudsman's vital work in upholding administrative fairness and accountability across Queensland's public sector.