

## QUESTION ON NOTICE

No. 1531

asked on 1 September 2016

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**MR HART** ASKED THE MINISTER FOR MAIN ROADS, ROAD SAFETY AND PORTS AND MINISTER FOR ENERGY, BIOFUELS AND WATER SUPPLY (HON M BAILEY)—

### QUESTION:

With reference to the Office of the Water Ombudsman for the period 2013 to 2016 (to date)—

Will the Minister advise (a) what full time equivalent staff levels were allocated for each year, (b) how many complaints were received for each year and (c) how many complaints were finalised for each year?

### ANSWER:

I thank the Member for Burleigh for the question. There is no separate Water Ombudsman. The following figures relate to the Energy and Water Ombudsman Queensland and are provided for each financial year – that is until the end of the 2016 financial year.

	2012-2013	2013-2014	2014-2015	2015-2016
Full time equivalent	40	41	40	35
Complaints received	14,266	14,097	11,131	8,747
Complaints finalised *	14,096	14,282	11,049	8,895
*cases received in one financial year may not be finalised until the following year.				