



QUEENSLAND
OMBUDSMAN

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Annual report

The [Annual Report 2020-21 \(PDF 1.2MB\)](#) highlights our achievements for the financial year ending 30 June 2021.

This report assesses our financial and non-financial performance against the objectives and performance indicators set out in the [Strategic Plan 2018-22](#).

The [official copy of the annual report](#), as tabled in the Legislative Assembly of Queensland can be accessed from the [Queensland Parliament website](#).

Full report

- [Annual report 2020-21 – full version PDF \(PDF 1.2MB\)](#)
- [Annual report 2020-21 – full version Word \(DOCX 737.4KB\)](#)

Report in sections

- [Front cover and prelims \(PDF 171.2KB\)](#)
- [Ombudsman's report \(PDF 54.5KB\)](#)

- [Strategic overview \(PDF 154.5KB\)](#)
- [Report on COVID-19 complaints \(PDF 71.7KB\)](#)
- [Investigating complaints \(PDF 92.7KB\)](#)
- [Improving decision-making \(PDF 68KB\)](#)
- [Authority, accountability and performance \(PDF 106KB\)](#)
- [Financial summary \(PDF 65.7KB\)](#)
- [Public interest disclosures oversight report \(PDF 114.6KB\)](#)
- [Glossary and acronyms \(PDF 65.5KB\)](#)
- [Appendix A: Service delivery statement \(PDF 57.8KB\)](#)
- [Appendix B: Statistical report \(PDF 150.9KB\)](#)
- [Appendix C: Audited financial statements \(PDF 716.8KB\)](#)
- [Appendix D: Compliance checklist \(PDF 79.4KB\)](#)

Previous annual reports

- [Annual report 2019-20 PDF](#)
- [Annual report 2018-19 PDF](#)
- [Annual report 2017-18 PDF](#)

Previous annual reports can be downloaded from the [Queensland Parliament](#) or the [State Library of Queensland](#).

Feedback and enquiries

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