



**QUEENSLAND  
OMBUDSMAN**

*Standing for fairness*

Web: [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

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Speak & Listen: 1300 555 727

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# Corporate documents

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## **Prevention and management of fraud and corruption**

We are committed to preventing fraud or corruption against or within the Office.

## **Strategic plan 2018-22**

Find out about our strategic direction for the next five years.

## **Annual report**

Find out how we performed against our strategic plan objectives.

## **Managing unreasonable complainant behaviour**

We manage unreasonable behaviour in a fair and balanced way that delivers an appropriate service and maintains the safety of Ombudsman officers.

## **Service delivery charter**

We are committed to a high standard of customer service.

## **Code of conduct**

Our code of conduct provides guidance on what is acceptable work-related behaviour.

## **Strategic review**

Every seven years a strategic review of the office takes place, find out more.

## **Public Interest Disclosure Management Program 2020**

The management program details how the office will comply with the Public Interest Disclosure Act 2010.

## **Public Interest Disclosure Procedure 2020**

Procedure for dealing with public interest disclosures made under the Public Interest Disclosure Act 2010.