

Media release - Ombudsman releases Annual Report 2017-18

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Independent review of agency decisions and actions

The Office of the Queensland Ombudsman continues to play a pivotal role in ensuring public agencies making fair and reasonable decisions – a key element of open and accountable public administration.

The Office deals with complaints about the actions and decisions of state government departments and agencies (including state schools and TAFE colleges), local councils and public universities.

The recently released annual report for 2017-18 highlights its role in assessing and investigating complaints and assisting Queenslanders to progress their complaints with agencies.

In 2017-18, the Office had 10,990 contacts from Queenslanders for advice, assistance or resolution of their complaint.

The Office finalised 7,244 complaints and completed 1,344 investigations. Of these, 262 investigations, or 19.5% of those finalised, resulted in the total or partial rectification of an issue.

“Case studies in the report give real world examples of how the Office manages complaints”, Queensland Ombudsman, Mr Clarke said.

The Office participated in 58 community engagement activities across the State and trained nearly 2600 agency officers.

“Engagement with advocacy and community groups is another pivotal part of the Office’s administrative improvement function under the Ombudsman Act 2001 and helps promote access to its services across the community” Mr Clarke said.

The Ombudsman continued to bring systemic issues to the attention of the Queensland Parliament by releasing two major reports in 2017-18, *The Cairns Regional Council councillor conflicts of interest report: An investigation into the way in which councillors at Cairns Regional Council deal with conflicts of interest* and *The Indigenous birth registration report: An investigation into the under-registration of Indigenous births in Queensland*.

The *Public Interest Disclosure Act 2010* is an important part of the integrity framework within the Queensland public sector. This Office has a range of responsibilities to provide advice and assistance to agencies to ensure they have appropriate systems in place to support staff making public interest disclosures (PIDs). The Office continues to work with agencies to ensure that PIDs remain an accessible avenue for reporting wrongdoing across the public sector. “In 2017-18, this Office will continue to provide advice and investigation services for all Queenslanders to ensure fairness and accountability for citizens in their dealings with public

agencies.” Mr Clarke said.

View the full report, [Queensland Ombudsman Annual Report 2017-18 \(13.9MB\)](#).

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