



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

Call: (07) 3005 7000

Toll free: 1800 068 908

Speak & Listen: 1300 555 727

Interpreter: 131 450

## Publication scheme

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Our publication scheme lets you know what information we routinely make publicly available. There is no charge for providing copies of the information contained in the publication scheme.

### About us

Our core business is complaints management and we exist to ensure that Queensland Government organisations act lawfully and fairly in their dealings with the community and are accountable for their actions.

We investigate complaints about the actions and decisions of state government departments or agencies (including state schools and TAFE), local councils and public universities that may be unlawful, unreasonable, unfair, improperly discriminatory or otherwise wrong.

[Read more about us.](#)

### Our finances

Financial reporting information is available in a number of publications. Our [annual report](#) provides a summary of our financial and corporate performance for the year. The report enables the Queensland community and government to assess our financial and operational performance.

The [Service Delivery Statement](#) (SDS) provides the community and other interested parties with information on how we propose to use our financial resources and the outcomes to be achieved in the following financial year. The SDS also provides a summary of achievements against the previous year's published budget and planned outcomes.

## **Our priorities**

We demonstrate our priorities and accountability to parliament and the community through a number of [corporate documents](#). Our services are aligned with our strategic objectives as outlined in our [Strategic Plan](#).

## **Our decisions**

Learn about the [role of the Ombudsman](#), [what we can help with](#) and [the complaint process](#).

## **Our policies**

Our current policies are published on our website, our policies can be found [here](#).

## **Open data**

The Office is committed to open data. You can view our open data strategy

[here.](#)

If you would like to provide feedback about our publication scheme or make a complaint about the information available, please [contact us.](#)