

Strategic Plan 2021-25

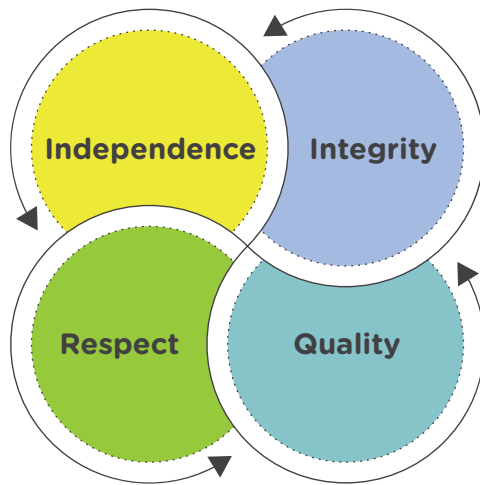
Vision

We strive to be an agent of positive change for fair and accountable public administration in Queensland.

Purpose

To investigate administrative decisions, help agencies improve their practices, and oversee the system of public interest disclosures.

Values



www.ombudsman.qld.gov.au

Objectives

Improve administrative processes and decision-making

Improve public interest disclosure management

Be a sustainable and capable organisation

Strategies

- We help people to know how and when to make a complaint.
- We help agencies by providing training, advice and information.
- We proactively engage with agencies.
- We conduct timely, independent, effective and just investigations.
- We clearly communicate effective recommendations.

- Our workforce is skilled, safe and engaged.
- We innovate and harness technology to drive continuous improvement.
- We embed a culture of accountability and performance.

- We respect, protect, and promote human rights in our decision-making and actions.

KPIs

- Timeliness and effectiveness of investigations and recommendations.
- Utilisation and effectiveness of training and advice.
- Effectiveness of engagement activities.

- Employee satisfaction.
- Improvement projects completed.

Risks and opportunities

- More actively **engage** with agencies, while maintaining our **reputation** for **independence**.

- **Capacity** to invest in our **people** and **systems** while continuing to improve the quality, timeliness and accessibility of our **services**.