



LAND ACCESS OMBUDSMAN

# ANNUAL REPORT **2021-22**

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LAND ACCESS  
OMBUDSMAN



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# Letter of compliance

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30 August 2022

The Honourable Scott Stewart MP  
Minister for Resources  
1 William St  
BRISBANE QLD 4000

Dear Minister,

I am pleased to present the Land Access Ombudsman's Annual Report for the financial year of 1 July 2021 to 30 June 2022.

This report is produced under the requirements of the Land Access Ombudsman Act 2017. It does not contain financial information.

Yours sincerely,



**Jane Pires**  
Land Access Ombudsman

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# About this report

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The Land Access Ombudsman (LAO) provides a dispute resolution service for landholders and resource authority holders with Conduct and Compensation Agreements or Make Good Agreements. For the benefit of our stakeholders and the Queensland public, this annual report provides information about our performance for the Financial Year of 1 July 2021 to 30 June 2022. It includes our activities and achievements for the financial year and summarises our future priorities.

## Interpreter Service



The LAO is committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, you can contact us on 1800 717 550 and we will arrange an interpreter to effectively communicate the report to you, free of charge.

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We acknowledge and pay our respects to the past, present and emerging Traditional Custodians and Elders of the state of Queensland and the land on which we operate. We respect the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.

# About us

## Role of the Land Access Ombudsman

We exist to improve the quality of land access interactions between landholders and resource authority holders in Queensland.

Our primary function is to investigate disputes involving alleged breaches of Conduct and Compensation Agreements (CCA) and Make Good Agreements (MGA). We assess all parties' positions, give advice, and make recommendations about how disputes could be resolved. We do this efficiently and with as little

formality as possible. In the interest of improving or preserving the long-term relationship between parties, where necessary, we will monitor the matter to ensure recommendations or agreements are carried out.

Importantly, we work to identify systemic issues, reporting them and providing advice to government and industry to improve the land access landscape and encourage best practice.

### Our Values



#### Honesty

We will be accountable and responsible for our actions.



#### Reliability

We will be dependable. We will follow through on our actions and commitments.



#### Adaptability

We will adapt to industry changes and our operating environment.



#### Accountability

We will be proactive. We will take ownership over our learning to enhance continuous improvement.



#### Communication

We will actively engage thorough open and transparent dialogue.



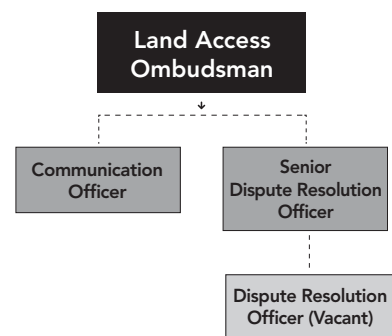
#### Respect

We will act fairly. Accepting the opinions and individuality of others.

## Structure

The Land Access Ombudsman, Ms Jane Pires, is not subject to direction by anyone, but submits reports on the progress and activities of the Office to the Minister for Resources.

As of 30 June 2022, the Office also includes three employees. Two dispute resolution and investigation staff and a communications officer. The dispute resolution team, led by the Senior Dispute Resolution Officer, supports the Land Access Ombudsman in managing enquiries, investigating, and resolving disputes, and identifying systemic issues and trends. The Senior Dispute Resolution Officer is responsible for managing one staff member, the Dispute Resolution Officer. This role is currently vacant. The Communication Officer reports directly to the Ombudsman and supports the business activities of the LAO by improving awareness of and access to the Office.



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# Our jurisdiction

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## Matters we can investigate

We investigate matters referred to us when the party:

- » has an existing CCA or MGA
- » reasonably believes the other party is not complying with their obligations under the agreement
- » has already made a reasonable attempt to resolve the issue.



## Matters we cannot investigate

We cannot investigate:

- » when the CCA or MGA is still under negotiation, or subject to a minimum negotiation period or cooling off period
- » the content of legislation or government policies
- » a decision made by Cabinet, a Minister, or a chief executive of a government department
- » a matter that is, or has been, the subject of a court proceeding or an arbitration
- » a matter that is, or has been, the subject of an investigation by a department
- » compensation agreements for mining leases and mining claims under the Mineral Resources Act 1989
- » access agreements
- » matters outside Queensland.

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# Our process



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## 1. Assessment

When an initial dispute is referred to us, we find out as much information as we can to determine if we can formally investigate the issue. **This might include:**

- » finding out what (if any) attempts have been made to resolve the dispute before (including if it has previously been before court or investigated by government)
- » requesting further information from both parties
- » reviewing your CCA or MGA.

## 2. Investigation

If we decide to investigate, our dispute resolution team will take reasonable steps to examine and help resolve the issue. **This could include:**

- » requesting additional information from both parties, and (potentially) government agencies
- » holding meetings and interviews with each party, either separately or together
- » undertaking site visits and inspections
- » providing alternative dispute resolution options
- » consulting with entities with required technical expertise.

## 3. Facilitation

We focus on preserving the long-term relationship between parties and finding a mutually satisfactory outcome. Consequently, investigations may advance to a facilitation stage, where the case remains open, with regular checks made by our Dispute Resolution Officers, to confirm that agreed upon actions have been fulfilled.

## 4. Outcome

On completion of our investigation, we issue a Draft Notice of Investigation Outcome and invite both parties to respond. Comments from both parties are considered before the Land Access Ombudsman issues a final Notice of Outcome.

If your dispute has been resolved through our investigation, the Notice will include details of the resolution.

**If either party does not feel the dispute is resolved, the notice will include:**

- » advice about the merits of each party's position
- » our recommendations about how the dispute could or should be resolved
- » reasons for the advice and recommendations.



# Ombudsman Message

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**It is a pleasure to introduce the 2021-22 Annual Report for the Office of the Land Access Ombudsman (LAO).**

2021-22 has been a change of pace for the LAO as we have settled into a hybrid working environment. We have also seen the outcome of large weather events across Queensland that created issues with access to deliver engagement activities in our regions and communities.

We have seen quick growth in the coal seam gas industry, giving rise to issues about deviated drilling and subsidence on prime agricultural land. The pace of this growth has required industry leaders and regulators to take stock of where we are and evaluate the needs of our communities for now and the future. Through this we have seen the development of the Queensland Resources Industry Development Plan, which we are pleased to have been part of, with involvement in the consultation process.

Despite the obstacles we have faced this year, we have heard the concerns of our stakeholders and industry partners and reflect on our activities and how the LAO service is most beneficial to the people of Queensland in this operating environment.

We have continued to concentrate our engagement activities on the communities located throughout the Surat Basin, where we see significant industry activity and enquiry for assistance.

We have worked to maintain our industry connections and foster growth in this space through the commencement of our Resource Industry Practice Group.

As we move into the coming financial year, I look forward to implementing the outcomes set out in the Queensland Government Resource Industry Development Plan. I look forward to working with government and industry to support the needs of landholders and resource authorities in Queensland. To working in collaboration with our stakeholders to improve land access relations across Queensland and the provision of a quality dispute resolution service that meets the needs of the people we represent.

## Our Performance

This year, our office received 50 overall dispute enquiries, an increase of 6 percent since 30 June 2020. Despite the limited access we have had to our communities in the last half of this financial year we have continued to see growth in enquiry through the promotion of the service to the Queensland communities that need us most.

Of the 50 enquiries received, 49 were out of our jurisdiction, with preliminary enquiries undertaken for one case, which once assessed did not proceed to the investigation stage. With the LAO only legislated to provide help with a dispute where a signed Conduct and Compensation or Make Good Agreement is in place, we continue to manage a sum of enquiries that fall out of our authority. This means that we continue to provide support to landholders and resource authority holders with varying land access issues from across the land access spectrum. We endeavour to connect our stakeholders, referring these issues to government departments and organisations for appropriate management.

Providing a dispute resolution service that is fair is fundamental to our service delivery. With every enquiry received we continue to learn more about the complex nature of the environment in which we operate. This year, we have seen sensitivity in the Surat region within the landholder and resource authority relationship. Our team has navigated these sensitivities with respect and professionalism. I thank my team for their dedication to providing a service that is impartial, solutions-based, and outcome-focused.

## Systemic Issues

We did not identify any systemic issues through our activities this year. Through our collaborative operational approach, we will continue to share all case findings with key stakeholders in aid of improving the land access and Make Good frameworks.





Through our engagement activities we have continued to see and hear concerns from communities with high resource activity. These concerns include subsidence issues on primary agricultural land, Cross Directional Drilling on neighbouring properties without Conduct and Compensation Agreements in place and the late issuing of Entry Notices to landholders. Where these issues have occurred, they have been raised with the relevant Queensland Government department or service provider that is able to provide support in the area.

We strive to deliver a service that works in collaboration with key government departments, industry, and stakeholder groups, to find solutions to the people of Queensland who request our help.

## Our landscape

### Our network

Collaborating with industry, community groups and government remains essential to the LAO in delivering our strategic objectives. Maintaining our connections and creating new opportunities to grow these relationships is essential to increasing awareness of our service in Queensland communities where we see planned resource activity.

In 2021 – 22, we have continued our collaborative engagement with the Department of Resources (DoR), Department of Environment and Science (DES), GasFields Commission Queensland (GFCQ) and the Land Court through the Resource Engagement Coordination Group. This collaborative approach has allowed us to reach regional communities that have voiced a need for on the ground support.

We continue to draw on our industry relationships with key stakeholders for information sharing and reach throughout the regions of Queensland experiencing higher resource activity, in particular the Surat basin.

### Industry expansion

The pace at which the industry operates, and the growth of the State's resource industry continues to highlight the need for landholders and resource authorities to be aware of the service provided by our Office. We continue to see enquiry for assistance that falls out of our authority. In response, we work to provide information through pathways that will help those starting out, to educate stakeholders early about where to go should a future dispute with a CCA or MGA take place.

## Our plans

Our key priorities for 2022-23 include:

- » Executing our 2022 – 2025 strategic plan.
- » Continuing our community engagement activities to increase our reach into the key regions of Queensland that are experiencing high resource activity and continued industry growth.
- » Working with our Resource Industry Practice Group (RIPG) to ensure the LAO keeps pace with standard industry practices and the changing industry landscape.

## My thanks

I thank the communities of Queensland for their continued engagement with us, for approaching and trusting in our service, and for sharing our information.

I thank the industry bodies, community leaders, government agencies, resource authorities and landholders for continued collaboration and insight throughout the last year. In particular, the landholders and resource authorities who have collaborated with us, that promote our service and have trusted in us to share their concerns and issues. With their trust and knowledge, we can work together to improve land access interactions across Queensland, providing a service designed to meet the needs of our communities.

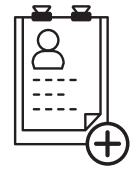
Finally, I thank my team for their continued support, resilience, and adaptability. It is through their commitment and collaborative accomplishments that we realise our strategic goals. We have worked together to build an Ombudsman service that is dependable and trusted by the communities that we represent.

I look forward to the next 12 months of growth and achievements in what continues to be a fast-paced operating environment. Further, I look forward to the positive contribution of the LAO service to the implementation of the Resource Industry Development Plan across the industry and state.

**Jane Pires**  
Land Access Ombudsman

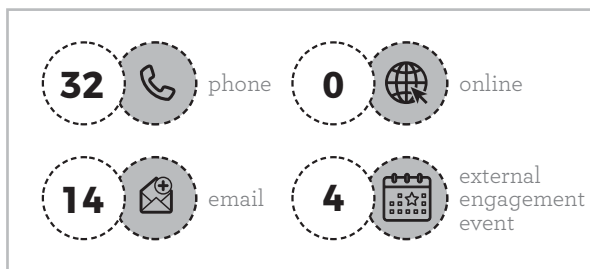
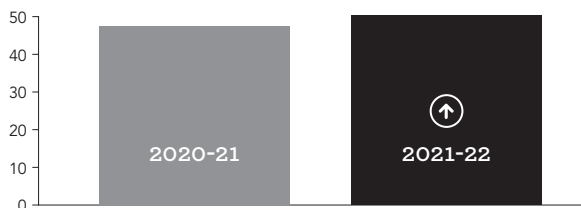


# Dispute Referrals in 2021-22



## Referrals received

Between 1 July 2021 and 30 June 2022, the office received 50 enquiries about a possible dispute referral, reflecting an increase of 6 percent from the previous financial year. Of these enquiries, two dispute referrals were received from our key stakeholders (DoR, DES, GFCQ), while 36 enquiries were out of our jurisdiction and referred to another entity to help resolve the matter of enquiry.



Of the 50 dispute enquiries received preliminary enquiries were conducted from one of the dispute referrals, which once assessed did not proceed to the investigation stage.

## Referrals to other bodies

The 49 enquiries about disputes that we received and referred to other bodies were assessed by the team to be out of our jurisdiction under Section 36 of the Act.

Themes in out of jurisdiction enquiries include:

- » Deviated Drilling disputes and requests for information about deviated drilling.
- » Neighbourhood disputes.
- » Gaining access rights to a National Park, easements, undeveloped roads, neighbouring land.
- » Legality of a CCA signed by previous owner of property.
- » Dispute with a Bank.
- » Legal advice in relation to Aboriginal Land rights.
- » Transfer of ownership information from Brisbane City Council to Queensland Urban Utilities.
- » Issues with local Council regarding an easement road.
- » Resumption of land for the Inland Rail project.
- » Alleged privacy breach by Queensland Government Employee.
- » Alleged non-payment of compensation required under a Mining Lease agreement.
- » Negotiation of a CCA, MGA, AAA, and Material Change in Circumstance.
- » Council prevention of sale of a property due to declared Koala habitat area.
- » Telstra issue.
- » Enquiry from a legal referral service.
- » Complaint about DoR attempted eviction of a sapphire miner from mining lease.
- » Complaint about Council.

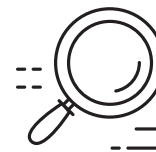


- » Ongoing dispute with a Sugar Lease.
- » Issue with a Queensland Rail easement.
- » Issue with a house and land package in South Australia.
- » Civil dispute with a neighbour including dissatisfaction with the response from a Queensland Government Department and the Queensland Police Service (QPS). Alleged victimisation by QPS.
- » Objection to land valuation notice.
- » Government employees accessing private land without consent.
- » A student seeking assistance in gaining access to private land to undertake PhD research.
- » Tenant seeking information about residential tenancy rights.
- » Mining Lease issued under the Mineral Resources Act 1989.
- » Civil dispute between neighbours attempting to register an easement.
- » Accessing land owned by the Queensland Government Department of Education.
- » Lack of information received from local council regarding a building approval.

Organisation	Number of forwarded referrals
Department of Resources	<b>12</b>
Local Council	<b>6</b>
Queensland Ombudsman	<b>15</b>
Department of Environment and Science	<b>3</b>
Australian Financial Complaints Authority	<b>1</b>
Legal Advice	<b>11</b>
Aust Rail Track Corp/Commonwealth Ombudsman	<b>1</b>
Office of the Information Commissioner	<b>1</b>
Telecommunications Industry Ombudsman	<b>1</b>
Titles Office/Valuer General	<b>4</b>
Queensland Police Service	<b>2</b>
Department of Agriculture and Fisheries	<b>1</b>
Department of Justice and Attorney General (Dispute Resolution Branch or Land Court)	<b>2</b>
Department of Transport and Main Roads	<b>1</b>
Department of Regional Development Manufacturing and Water	<b>2</b>
Crime and Corruption Commission	<b>1</b>
Residential Tenancies Authority	<b>1</b>
Dispute Resolution Branch	<b>1</b>
Department of Education	<b>1</b>

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# Investigations



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**The LAO did not undertake any full dispute resolution investigations in the 2022-21 financial year. However, one preliminary enquiry was completed.**

The following are examples of cases that were referred to the LAO. After conducting preliminary enquiries, these cases were not investigated further.

## Case one: An expired CCA

### Case overview

A Queensland Government Department referred a landholder to the LAO with concerns about a resource company breaching a CCA for a Mineral Development Licence.

#### The landholder alleged:

- » The landholder had prepared a drill site as required after receiving notification about works starting on the property, yet the work had not commenced.
- » The proposed infrastructure to be installed was not acceptable and no compensation had been provided by the resource company.
- » The resource company had not paid the promised compensation, covered any costs incurred to date and installed the infrastructure agreed within the CCA.

### Our actions

In preliminary enquiries, documentation, correspondence exchanged between the parties and the CCA were examined to determine if the case could be investigated further.

#### Our enquiry concluded that the LAO could not investigate the case further given that:

- » The CCA had expired before the LAO received the dispute.
- » The resource company had not commenced activity on the landholder's property during the term of the CCA. Therefore, there was no obligation to install the infrastructure.
- » Documentation suggested that the resource company had paid the compensation agreed to in the CCA.

Both parties were advised that the matter would not be investigated further. The landholder was advised to seek legal advice about raising the dispute in the Land Court should they wish to take the matter further.



## Case two: Enquiry about the legitimacy of a CCA.

### Case overview

A landholder sought advice about the validity of a CCA signed by a previous owner to their property. The landholder had purchased a property with a Coal Seam Gas (CSG) well present on the property. The CSG well was not in use.

#### The landholder:

- » Had received contact by a resource company requiring access to the well to complete work.
- » Sought advice from the LAO about the agreement given it was signed by a previous owner of the property. The landholder wished to understand their rights as new owners of the land.
- » The landholder had made enquiries with DoR about their concerns prior to contacting the LAO.

### Our actions

The LAO explained to the landholder that CCAs are recorded on the Title of a property and transferred from one owner to the next. Preliminary enquiries with the Department of Resources (DoR) confirmed that DoR had received contact from the landholder and an investigation was taking place into the claims made. Under our legislation, we are unable to consider a matter that is under investigation by a government department. LAO referred the landholder to DoR for investigation and advised the landholder to seek legal advice should they wish to take the matter further.

## Case three: An inherited Conduct and Compensation Agreement (CCA)

### Case overview

A landholder raised concerns with a resource company about a gas pipeline running through their property. The matter was not progressing with the resource company.

#### The landholder claimed:

- » They had owned the property for a brief period and

had inherited the CCA from the previous owners.

- » Their use of the land differed, and the agreement did not fit with the current use of the property.
- » Vegetation and other matter covered the pipeline easement area, which they wished to be cleared by the resource company.

The landholder wished to have the resource company maintain the easement above the pipeline and negotiate a new CCA and an access agreement to access the pipeline.

### Our actions

The LAO reviewed a copy of the agreement to complete an assessment of the issues. The agreement documented the payment of compensation by the resource company to the landholder and details about rehabilitation when the pipeline was finished. It did not stipulate a requirement for ongoing maintenance.

Given this evidence, no breach of a clause in the agreement could be identified.

The landholder was referred to the Department of Environment and Science (DES) to have their concerns regarding the safety risk posed by the vegetation and breach of an Environment Authority (EA) considered.

Given the landholder's use of the land differed from the previous owners, the LAO recommended that the landholder seek independent legal advice about negotiating a revised Access Agreement and a Material Change in Circumstance.

## Notice of investigation

As per the process and the Act, despite a preliminary enquiry being completed in 2021-22, we did not issue a Notice of Investigation Outcome (section 51 notice), to the parties in the above-mentioned dispute (case one).

## Notice about legislation breaches

No formal referrals were made in 2021-22 regarding any investigations under section 53 (breach of a Resource Act), section 54 (breach of Water Act 2000) or section 55 (breach of Environmental Protection Act 1994) of the Act.

# Engagement



**It is our priority under the Act to promote an understanding of the benefits and functions of the LAO service, to ensure that Queenslanders know who we are and how we can help with land access issues.**

In the 2021-22 financial year, we continued our focus on connecting and engaging with high-resource activity communities and increasing our online presence so that Queenslanders experiencing a land access dispute are aware of the service provided by the LAO.

It is important to note that communication and engagement activities were affected by changes in staff availability due to a maternity leave position and role vacancies in the Dispute Resolution team. These changes also affected the delivery of engagement activities in our regional communities.

This section provides an overview of key initiatives.

## Community engagement

In 2021-22, the LAO worked to:

- » Continue our community engagement activities to build on community knowledge of the service in key Queensland communities.
- » Continue to engage with our key stakeholders and develop new relationships in high-resource activity communities.
- » Strengthen industry partnerships.

In 2021-22, the LAO continued our efforts to engage with communities experiencing high resource activity, continuing to build our presence on the ground.

Activities for the year included our participation in the Queensland Resources Industry Development Plan first round consultation of the draft plan held in Chinchilla. Through this consultation, we heard community concerns, ideas about what the community felt would work best in the land access space, and their thoughts on how best to work together to encourage sustainable communities that coexist with coal seam gas activities. We heard from our key stakeholders on both sides of the industry that represented resource companies and landholder activities, voicing their concerns about those industries they represent in the Surat community. We heard from the community about the strengths of our Ombudsman service and perspectives on how the service could better serve these communities. This consultation allowed us to contribute to a discussion on Queensland's land access space, and to provide

insight into dispute resolution support for communities based on our evidence gathered through community contact with the LAO and enquiries for assistance or support.

In September, we presented to the Arrow Surat Community Reference Group Shed Meeting. This group, made up of Arrow representatives, local and state government representatives, landholders, industry representatives and broader community members, acts as a forum to identify issues and provide feedback to Arrow Energy on their coal seam gas tenements in the Surat Basin. The meetings serve as a platform for voicing opportunities for improvements in this space with the resource company. The Shed meeting provided an important opportunity to engage with our key stakeholders in the Surat region. The Ombudsman had the opportunity to provide information about our dispute resolution service to stakeholders at the centre of intense activity.

In November, the LAO met with the DES and DoR compliance teams in Toowoomba. This meeting presented the opportunity to connect with both government departments that function as a referral pathway for the LAO. We reviewed the LAO service, explained what it is that we provide to landholders and resource companies experiencing a land access dispute and introduced our new dispute resolution officer to the DOR and DES Engagement and Compliance Unit members.



Over the course of the year, we have heard community concerns in and around the Surat Basin. As a result, we have continued with the dispute resolution team visiting the Western Downs regional towns of Dalby, Chinchilla,

and Roma. These activities have been scheduled throughout the year; however, extreme weather events did contribute to unsafe travel that gave rise to the cancellation of some of our activities.

This year the following community visits took place:

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Dalby					●						●	
Chinchilla		●			●						●	
Roma												
Toowoomba					●							
Taroom											●	

## Resource Industry Practice Group

In January we held our inaugural Resource Industry Practice Group (RIPG) meeting. The LAO invited key resource stakeholders to participate in a Group that would help to inform the Office about common and standard industry practices.

Feedback from the first meeting of members was positive with discussion based around the LAO process and interactions with the Land Court process. The Group is set to meet quarterly, however will reconvene following set outcomes identified in the Resource Industry Development Plan that are specific to the land access environment.

It is our hope that through continued engagement with RIPG subject matter experts we will expand the knowledge of the LAO team; promote the use of best practice approaches to industry-specific land access issues; and contribute to improved decision making by stakeholders and government.

We have confidence that the RIPG will foster industry relationships to positively influence the future of land access interactions across the Queensland resources sector and strengthen industry relationships with resource authority holders operating in high activity regions.

## Resource Engagement Coordination Group

As a collective, the Resource Engagement Coordination Group (RCEG) continues to be a key element of our engagement strategy and schedule to date. The group works collaboratively to strategically deliver tailored information to high-resource activity regions through the Resource Community Information Sessions. With a focus on the development of the Resource Industry Development Plan, activities this year have been limited. However, the LAO did participate in a combined Department of Resource Community Information Session held in Taroom, Queensland. The group event was successful and provided reach for the LAO in a region that we had not visited before. We received good enquiry and a level of interest in the service and were able to provide those that attended with advice and information about dealing with a land access dispute.



## Online engagement

In the 2021-22 financial year, the LAO experienced a 5 per cent decrease in website traffic. 32.9 per cent of users found the LAO website via a search engine, with approximately 12 per cent of users directed to the site via our social media channels.

LAO's top web pages accessed in 2021-22 were the LAO Fact Sheet, the LAO CCA infographic, and the LAO Annual Report 2020-21. The LAO Fact Sheet was added to the website for direct access in September 2021. This fact sheet was previously only accessible in hard copy format at an LAO external engagement activity or via electronic format on email when an initial enquiry was made to the LAO. This activity highlights that our stakeholders are keen to find out about the LAO, how we can help as a dispute resolution service, what a CCA is and where to go for help and the overall activities and performance of the LAO dispute resolution service.

Despite a decrease in overall website traffic in the last year, our social media referrals have increased. This continued growth is reflective of the fact that our users continually choose to engage with us online through social networks. Throughout the course of this year, we have continued to promote our community engagement activities through our social media channels, growing our online community by connecting with industry stakeholders and sharing stakeholder information with LAO followers.

Our social media platforms are used to share LAO resources, provide industry updates from across government, stakeholder, and industry associations, and connect with the communities in our focus regions through targeted messages about the LAO service.

The LAO Facebook page has continued to experience growth and has increased its following by 29.6 per cent this financial year. Our top users reside in Brisbane, Emerald, Mackay, Chinchilla, Townsville, Bundaberg, Dalby, Gold Coast, Ipswich, and Roma. LAO LinkedIn and Twitter accounts have also experienced an increase in followers across both platforms. LAO social media channels will remain a key pathway for broadcasting our information to educate and support landholders and resource companies across Queensland.

We continue to see enquiry to the LAO for varying reasons across the land access spectrum. This level of enquiry highlights the strength of our education and engagement activities. In the coming year we will endeavour to concentrate our efforts further on targeted activities that reach high-resource activity regions across Queensland and support



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# Financial Information



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The financial statements for the Land Access Ombudsman are included in the Department of Resources 2021-22 Annual Report.

Separate financial statements are not required for the Land Access Ombudsman.



# Appendix one:

## Glossary

Term	Definition
(The) Act	<i>Land Access Ombudsman Act 2017 (Qld)</i>
Case	The issues, situation and context surrounding a given land access dispute referral or investigation.
Dispute	A conflict-based issue brought to the Land Access Ombudsman
DoR	Department of Resources
DES	Department of Environment and Science
DAF	Department of Agriculture and Fisheries
Investigation	The process of LAO staff formally investigating a land access dispute referral that is found to be within the LAO's jurisdiction.
Landholder	The individual or business who owns or leases the land on which the disputed activity is taking place.
LAO	Land Access Ombudsman
Out of jurisdiction	A matter that is not, under legislation, within the Land Access Ombudsman's authority to investigate or manage.
Referral	The contact a landholder, resource authority holder or their representative makes with the Office of the Land Access Ombudsman regarding a dispute and our ability to investigate it. Depending on context, it can also mean the action of LAO staff referring out of jurisdiction matters to another entity.
Resource Authority Holder	The company or organisation who has authority to access land for resource exploration, production, or extraction.
(The) State	The State of Queensland

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**[www.lao.org.au](http://www.lao.org.au)**

Keep in touch   



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