

# Decision-making checklist

Decision-making in public agencies can be complicated. Even simple decisions impact on you and members of the community.

So that's why following good decision-making principles is so important.

..... This checklist is designed to supplement, rather than replace, relevant standards, policies and legislation governing agency service delivery.  
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## Integrity and impartiality

When making a decision, public officers must be ethical, honest, fair and impartial.



## Promoting the public good

You have a duty to manage resources effectively and efficiently.



## Commitment to the system of government

All public officers in state agencies, local councils, public universities and TAFEs must work within a legal framework.



## Accountable and transparent

You are accountable for your decisions and must be transparent about how they are made.



## Considering human rights

When you act or make a decision, you must also give proper consideration to the human rights of those affected.

## PREPARE FOR THE DECISION

KEEP GOOD RECORDS

- What is the decision-making power?
- Do you have the authority?
- Should you be the decision-maker?
- What is the timeframe to make the decision?
- What are the key issues?
- Identify the applicable procedures

## DEVELOP THE DECISION

KEEP GOOD RECORDS

- Follow procedures
- Gather all necessary information
- Observe natural justice

## MAKE THE DECISION

KEEP GOOD RECORDS

- Find the facts
- Apply the law
- Reasonably exercise discretion

## COMMUNICATE THE DECISION

KEEP GOOD RECORDS

- Give meaningful and accurate reasons

This checklist is part of a suite of material supporting *Good decisions*.

- Detailed rundown of the stages of decision-making - [www.bit.ly/GoodDecisionsResource](http://www.bit.ly/GoodDecisionsResource)
- Video - [www.bit.ly/QOGoodDecisions](http://www.bit.ly/QOGoodDecisions)
- Interactive, practical training - [www.bit.ly/GoodDecisionsTraining](http://www.bit.ly/GoodDecisionsTraining)

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