

New casebook to help public sector agencies to improve decision-making



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Case studies, News

- Casebook is a tool for shared learning
- Samples of Ombudsman investigation outcomes
- Addresses individual concerns and broader agency improvements
- Pseudonyms for complainants and most agencies

The Queensland Ombudsman's report, *Casebook 2024: Helping agencies to improve decision-making*, was published under the authority of the Honourable Curtis Pitt MP, Speaker of the Queensland Parliament.

This is the fourth issue of our annual casebook series.

The casebook includes 21 investigation case studies and insights on improving public sector decision-making and administration.

"Each of our casebooks highlights a sample of the range of outcomes that we achieve for Queenslanders each year. We hope that publishing the casebook not only informs the community about our work but is also a tool for shared learning that helps build greater knowledge in government agencies," said Ombudsman and Inspector of Detention Services, Anthony Reilly.

"Casebooks shows a range of outcomes, addressing individual complainant's concerns as well as broader improvements to agency practices," said Mr Reilly.

Maintaining appropriate confidentiality is an essential part of the Office's role.

The case studies do not use complainant's real names, and agencies are only identified when the complaint relates to functions that are uniquely provided by a specific agency, so using a pseudonym serves no purpose.

The report

[Download the full report:](#) *Casebook 2024: Helping agencies to improve decision-making*

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