

# Casebooks

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Casebooks contain a sample of the outcomes that we achieve for Queenslanders through our investigations.

Case studies are a tool for shared learning that help build greater knowledge in agencies to improve decision-making and administrative processes.

We have included an ‘Ombudsman insight’ alongside many of the case studies, noting issues such as the importance of providing clear reasons for decisions, conducting genuine reviews of decisions, and keeping records.

Helping agencies to improve decision-making:

- [\*\*Casebook 2024\*\* \(March 2024\) \(PDF 3.7MB\)](#)
- [\*\*Casebook 2023\*\* \(April 2023\) \(PDF 3MB\)](#)
- [\*\*Casebook 2022\*\* \(April 2022\) \(PDF 2.9MB\)](#)
- [\*\*Casebook 2020\*\* \(February 2021\) \(PDF 8MB\)](#)

We also publish [Perspectives](#) and [Community Perspective](#). These newsletters are tailored to specific groups and provide more news, tips and advice on good decision-making and complaint management. *Inspector's News* provides updates from the Inspector of Detention Services.

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