

Perspectives

Perspectives covers news, trends and advice relevant to key decision-makers in local councils and state government. It explains our role in helping officers improve administrative practices. It covers news about our projects and activities, and provides case studies from investigations the Office has conducted.

We also publish [Casebooks](#) providing a sample of outcomes that we achieved for Queenslanders through our investigations. Outcomes address individual complainant's concerns as well as broader improvements to agency practices. Casebooks provide advice on making and communicating good decisions, conducting genuine reviews of decisions, keeping records, and improving policy and procedures.

2024

- [February 2024 - New report, plus Ombudsman celebrating 50 years](#)

2023

- [November 2023 - Detention inspections underway, plus guidance for managing complaints](#)
- [August 2023 - Building better policy resource, IDS Act commenced](#)
- [May 2023 - Work with us on IDS, plus new Casebook](#)
- [April 2023 - New videos to help complainants](#)

2022

- [November 2022 - New 'Learning from experience' report](#)
- [August 2022 - New resources, PIDs audit analysis and the new standards](#)
- [May 2022 - New Casebook, and tips from the Complaint Handlers Network](#)
- [February 2022 - News, including Complaint Handlers Network](#)

2021

- [November 2021 - New video on making good decisions as a public sector officer](#)
- [September 2021 - New resources to support your work](#)
- [May 2021 - Why keep records?](#)
- [February 2021 - Casebook, webinar training and resources for children](#)

2020

- [November 2020 - Flexible training options, plus resources](#)
- [August 2020 - New Ombudsman, and training to create an ethical culture](#)
- [May 2020 - Responding to COVID-19 and case studies for improving policy, procedures or service](#)
- [February 2020 - Human Rights Act impacts complaints management](#)

2019

- [November 2019 - 25 years of whistleblower protection in Queensland](#)
- [August 2019 - Ombudsman releases The Forensic Disability Service report](#)
- [May 2019 - Ombudsman's role in supporting fairness and accountability](#)
- [March 2019 - Getting better at managing complaints](#)

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