

Quick guides and checklists

Short practical guides and checklists designed as prompts for public sector officers as they go about their daily tasks. You can print and keep these by your workstation as you make administrative decisions.

Quick guides and checklists are designed to supplement, rather than replace, relevant standards, policies and legislation governing agency service delivery.

- [Checklist for developing your policies \(PDF 63.3KB\)](#)
- [Good decisions checklist \(PDF 66.3KB\)](#)
- [Checklist for programs with eligibility criteria \(PDF 59.9KB\)](#)

- [Unreasonable complainant conduct quick guide \(PDF 72.3KB\)](#)

Last updated: 7 November 2023