

Training courses

We provide high quality, low cost training to public sector officers across Queensland to help improve fairness in public administration. Delivery mode may include virtual and/or face to face as approved and is subject to change.

Our training covers topics such as the principles of good and ethical decision-making and dealing with unreasonable complainant behaviour. The courses available are:

- [Good decisions](#)
- [Managing unreasonable complainant conduct](#)

The benefits of training are that it:

- helps you manage complex decisions, minimising the need for

external review

- gives you the skills to deal with complaints
- explains the latest legislation, policies, procedures and guidelines.

Ombudsman trainers are experienced public sector officers. They understand the skills that public sector officers require when dealing with the public, and apply their knowledge to help officers improve decision-making, complaints management and ethical awareness.

Interactive, real world experience

This training provides a fully interactive experience and uses de-identified cases and scenarios to help manage the challenges faced at work every day. Training programs are based on active participation so that attendees can share their knowledge and learn from the trainers.

Open sessions

Open sessions are a great opportunity for any officer, in Queensland to participate in interactive training. Joining an [open session](#) is subject to availability.

Cancellation policy

No refund will be given for cancellations, however you can reschedule training for a later date, subject to suitable notification. For further information, see [Terms and conditions open sessions \(PDF 119KB\)](#).

We manage your personal details in accordance with the *Information Privacy Act 2009*, details of this are outlined in our [privacy plan](#).

Improve the quality of decision-making and

administrative practice in government agencies

The [*Ombudsman Act 2001*](#) provides two roles for the Office of the Queensland Ombudsman. The first is to give people a fair and independent way of challenging the decisions or actions of public sector agencies. The second role is to help agencies improve their decision-making and administrative practice. This advisory role aims to build agency capacity in complaints management, ethical awareness and good decision-making.

Under the *Public Sector Act 2022*, defined public sector entities are required to develop and maintain a system for managing customer complaints which complies with the [*Australian Standards - Guidelines for complaints management in organizations \(AS 10002:2022\)*](#) and Queensland Public Service Customer Complaint Management Framework and Guideline.

The *Local Government Act 2009* requires all local governments to implement a complaints management system that records, monitors and reports complaints.

It is essential that public sector agencies ensure that their officers are able to make ethical decisions, manage complaints and investigations and comply with relevant legislation, guidelines and directives. Developing the necessary skills of officers within each agency is a key element to ensuring that the Queensland public can have confidence in the decisions made within the agency and that any areas of concern or dissatisfaction are quickly and effectively addressed.