



Good Decisions Training

Good Decisions Training:

- uses real cases and scenarios tailored to your organisation's work practices
- delivered by experienced Ombudsman officers throughout Queensland
- provides you with a workbook and decision-making checklist for future reference

For decision-makers at all levels in agencies and councils, this training will help you to:

- become familiar with relevant legislation, policies and procedures
- understand your legal authority
- make decisions on a sound basis
- comply with the rules of natural justice
- maintain proper records of your decisions
- effectively communicate decisions

More information:

Web – www.ombudsman.qld.gov.au/training

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