

Improving decision-making

Engagement, training and advice



...to improve the quality of decision-making and administrative practices and procedures in agencies.

From s 5
Ombudsman Act 2001

Training and advice

The Office continued to deliver a program of administrative improvement initiatives to improve the quality of decision-making and administrative practices in public sector agencies. This included training programs to improve decision-making, complaints management, ethical conduct and public interest disclosure management. Ombudsman officers also responded to 70 requests for advice from agencies about improving decision-making, administrative policies, procedures and practice.

The COVID-19 disruptions and restrictions contributed to a reduction in the number of training participants this year, in comparison to recent years. The Office has responded by re-developing training services so they can be delivered online. This year, over a quarter of training sessions were delivered using online applications. This has allowed the Office to provide reliable access to quality training for public sector officers across Queensland.

Information on PID specific training and advice is included in the PID Act oversight report (page 23)

See Appendix B for information on training delivered.

Published reports

This year the Office published an investigative report, *Fire ants report: An investigation into the timeliness of responses to notifications of suspected fire ant activity*.

The Office also published a collection of investigative case studies, *Casebook 2020*. This is a tool for shared learning to help build greater knowledge in agencies to improve decision-making and administrative processes. The casebook includes guidance on issues such as reasons for decisions, conducting reviews of decisions and keeping records.

Engagement

The Office's community engagement focus has changed this year. Many community events that the Office would usually support have been cancelled due to COVID-19 restrictions.

The Office continued to produce newsletters and information for public sector officers and community groups.