

Decision-making checklist

Decision-making in public agencies can be complicated. Even simple decisions impact on you and members of the community.

So that's why following good decision-making principles is so important.

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This checklist is designed to supplement, rather than replace, relevant standards, policies and legislation governing agency service delivery.
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Integrity and impartiality

When making a decision, public officers must be ethical, honest, fair and impartial.



Promoting the public good

You have a duty to manage resources effectively and efficiently.



Commitment to the system of government

All decision-makers for government services must work within a legal framework.



Accountable and transparent

You are accountable for your decisions and must be transparent about how they are made.



Considering human rights

When you act or make a decision, you must also give proper consideration to the human rights of those affected.

PREPARE FOR THE DECISION

- What is the decision-making power?
- Do you have the authority?
- Should you be the decision-maker?
- What is the timeframe to make the decision?
- What are the key issues?
- Identify the applicable procedures

KEEP GOOD RECORDS

DEVELOP THE DECISION

- Follow procedures
- Gather all necessary information
- Observe procedural fairness

KEEP GOOD RECORDS

MAKE THE DECISION

- Find the facts
- Apply the law
- Reasonably exercise discretion

KEEP GOOD RECORDS

COMMUNICATE THE DECISION

- Give meaningful and accurate reasons

KEEP GOOD RECORDS