



Browse: 9 results for Case studies

9 result(s) for Case studies

- ? Prepare for a decision - Casebook 2020 examples
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Cases from Casebook 2020

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/prepare-for-a-decision-casebook-2020-examples> - Last Modified 10 Sep 2021

- ? Making a difference for vulnerable people
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Cases from Casebook 2020

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/making-a-difference-for-vulnerable-people> - Last Modified 22 Jun 2021

? Recordkeeping cases from Casebook 2020

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Recordkeeping cases from Casebook 2020

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/recordkeeping-cases-from-casebook-2020> - Last Modified 27 May 2021

? Case studies - other investigation outcomes

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A rectification is the outcome of an investigation where the Ombudsman recommends an agency change a decision or action as a result of a complaint. Usually case studies focus on rectifications, however following are examples of other investigation outcomes.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-other-investigation-outcomes> - Last Modified 15 Dec 2021

? Case studies - improving policy, procedures or service

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The community expects public agencies to have policies and procedures to support and inform fair and consistent decision-making at all levels within government. This Office makes recommendations to agencies for improving policy, procedures or service.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-improving-policy-procedures-or-service> - Last Modified 31 Jul 2020

? Case studies - positive outcomes for vulnerable people ? ? ? ? ?

The Office continues to promote awareness and accessibility for communities in regional and remote areas, Indigenous, culturally and linguistically diverse communities, the homeless and prisoners.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-positive-outcomes-for-vulnerable-people> - Last Modified 8 May 2020

? Case studies - Improving communication ? ? ? ? ?

Communication with complainants should be open and accountable, subject to legal requirements. Failure to manage complainant's expectations may result in dissatisfaction with the complaints process, unrealistic expectations and complaint escalation.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-improving-communication> - Last Modified 19 Mar 2020

? Case studies - Proper application of rules ? ? ? ? ?

Improperly applied rules result in complaints to this Office when there has been a difference between the expectation and the reality in delivery of service from a public agency.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-proper-application-of-rules> - Last Modified 14 Nov 2019

? Case studies from closed environments ? ? ? ? ?

Case studies relating to correctional centres and youth justice services from the 2017-2018 annual report

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-from-closed-environments> - Last Modified 5 Aug 2019
