

Casebooks

Casebook 2020 is a new publication from this Office, containing a sample of the outcomes that we achieved for Queenslanders through our investigations.

Case studies are a tool for shared learning that help build greater knowledge in agencies to improve decision-making and administrative processes.

We have included an ‘Ombudsman insight’ alongside many of the case studies, noting issues such as the importance of providing clear reasons for decisions, conducting genuine reviews of decisions, and keeping records.

[Casebook 2020: Helping agencies to improve decision-making \(February 2021\) \(PDF 8MB\)](#)

We also publish [Perspectives](#) and [Community Perspective](#). These newsletters are tailored to specific groups and provide more news, tips

and advice on good decision-making and complaint management.