

## Good decisions

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Get the skills you need to make good decisions and comply with best-practice standards in the public sector. This **full-day course** is designed to help officers of all levels, including managers, supervisors and administration officers, consider all of the relevant issues when making a decision.

The course covers the principles of decision-making and the factors that allow you to make good decisions. It explains the importance of recordkeeping and how you can maintain proper and accurate records to support your decisions. It also helps you identify relevant legislation, policies and procedures you need to comply with.

It is an interactive, practical day and participants are given an opportunity to apply the training in group exercises, scenarios and case studies.

At the end of the course, you will be able to:

- understand your legal authority to make decisions

- make sound and defensible decisions
- effectively communicate reasons for decisions
- maintain accurate and proper records
- comply with the rules of natural justice.

## Who can attend?

Staff from Queensland government agencies can attend our practical and interactive training.

## Open sessions

Open sessions are a great opportunity for any officer in Queensland to access interactive training. Joining an open session is subject to availability.

**Full-day cost:** \$478.50 (Includes GST) per person\*.

Upcoming open sessions

## Group sessions

If you have 10 or more staff who would like to attend training, group sessions are a cost-effective option. Trainers may be able to tailor the training to meet your needs if adequate notice is provided. Consultation is required to discuss the tailoring prior to confirming the booking. This is a cost-effective way to train staff and provides the opportunity to work with experienced Ombudsman officers in an informal setting. Additional costs may apply if extensive tailoring is required.

**Full-day cost:** \$4785 includes GST (per group, maximum of 25 in group)\*.

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The delivery mode is subject to approval and may change. We deliver training via webinar. When training is delivered face-to-face, catering and venue are to be arranged by the booking agency.

To find out more information or make a booking, [email](#) or phone (07) 3035 4120.

\* This pricing applies to new bookings to be held after 1 July 2022.