



QUEENSLAND
OMBUDSMAN
Standing for fairness

Web: www.ombudsman.qld.gov.au
Call: (07) 3005 7000
Toll free: 1800 068 908
Speak & Listen: 1300 555 727
Interpreter: 131 450

Training overview

We provide high quality, low cost training to public sector officers across Queensland to help improve fairness in public administration. We can deliver training via the webinar collaboration tool of your choice. Zoom, Microsoft Teams and GoToWebinar are popular options. For further information, see the [training booklet \(PDF 543KB\)](#).

Our training covers topics such as the principles of good and ethical decision-making, how to effectively manage complaints and the importance of recordkeeping. Courses available:

- [Complaints management](#)
- [Good decisions](#)
- [Managing unreasonable complainant conduct](#)
- [Practical ethics for state government](#)
- [Practical ethics for local government](#)

The benefits of training are that it:

- helps you manage complex decisions, minimising the need for external review

- gives you the skills to deal with complaints
- explains the latest legislation, policies, procedures and guidelines.

Ombudsman trainers are experienced senior officers. Their experience encompasses legal, compliance and regulatory positions and investigative and audit roles. They understand the skills that public sector officers require when dealing with the public, and apply their knowledge to help officers improve decision-making, complaints management and ethical awareness.

Interactive, real world experience

This training provides a fully interactive experience and uses de-identified cases and scenarios to help manage the challenges faced at work every day. Training programs are based on active participation so that attendees can share their knowledge and learn from the trainers.

Open sessions

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

Group sessions

Want to hold your own session? Group sessions are a more cost-effective option if there are more than 10 staff from the same agency.

Trainers may be able to tailor the training to meet your needs if adequate notice is provided. Additional costs may apply if extensive tailoring is required.

Tailored sessions are based on your requirements and we will work with you to ensure that it is relevant to your agency. This is a cost-effective way to train staff and provides the opportunity to work with experienced Ombudsman officers in an informal setting.

Cancellation policy

No refund will be given for cancellations, however you can reschedule training for a later date, subject to suitable notification. For further information, see [Terms and conditions group sessions \(PDF 150.8KB\)](#) or [Terms and conditions open sessions \(PDF 149.5KB\)](#).

Improve the quality of decision-making and administrative practice in government agencies

The [Ombudsman Act 2001](#) provides two roles for the Office of the Queensland Ombudsman. The first is to give people a fair and independent way of challenging the decisions or actions of public sector agencies. The second role is to help agencies improve their decision-making and administrative practice. This advisory role aims to build agency capacity in complaints management, ethical awareness and good decision-making.

State departments and public service offices are required to develop and maintain a system for managing customer complaints which complies with the Australian Standard AS/NZS 10002:2014 Guidelines for complaint management in organisations. The Local Government Regulation 2012 requires all local governments to implement a complaints management system that records, monitors and reports complaints.

It is essential that public sector agencies ensure that their officers are able to make ethical decisions, manage complaints and investigations and comply with relevant legislation, guidelines and directives. Developing the necessary skills of officers within each agency is a key element to ensuring that the Queensland public can have confidence in the decisions made within the agency and that any areas of concern or dissatisfaction are quickly and effectively addressed.