



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 courses

'The Queensland Ombudsman has amazing trainers – such a wealth of knowledge and personal experience in providing training for public sector officers.'



Public sector ethics training

Learn the skills to identify and manage conflict of interest situations, and how to make ethical decisions.

Managing unreasonable conduct training

Improve customer service and learn practical strategies to deal with difficult client behaviour.

Good decisions training

Learn how to make good decisions, the standards you must uphold and how to maintain proper and accurate records.

Complaints management training

This training will help frontline and internal review officers handle complaints better.