

# Browse: 4 results for Making good decisions

---

## 4 result(s) for Making good decisions

- ? What is procedural fairness? - Casebook examples ? ? ? ? ?

Procedural fairness requires that a person be given a fair hearing before a decision adversely affecting the person's rights and interests is made.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/what-is-procedural-fairness-casebook-examples> - Last Modified 4 Apr 2024

---

## ? Prepare for a decision - Casebook 2020 examples ? ? ? ? ?

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

---

## ? New video resource for councillors ? ? ? ? ?

We have produced a new video covering 'Complaints, human rights and PIDs – what every councillor needs to know'.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/new-video-resource-for-councillors> - Last Modified 4 Jun 2020

---

## ? Ombudsman training updated ? ? ? ? ?

We have updated our Good Decisions and Complaints Management training to include human rights considerations after the public complaints function of the Human Rights Act 2019 commenced on 1 January 2020.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/ombudsman-training-updated> - Last Modified 29 Jan 2020

---