

Browse: 15 results for Case studies

15 result(s) for Case studies

- ? New casebook to help public sector agencies to improve decision-making ? ? ? ? ?

Samples of Ombudsman investigation outcomes

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/new-casebook-to-help-public-sector-agencies-to-improve-decision-making> - Last Modified 15 Mar 2024

? 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

? Improving policy, procedure or service - Casebook 2022 examples ? ? ? ? ?

These Casebook 2022 examples show how to improve policy, procedure or service.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/improving-policy-procedure-or-service-casebook-2022-examples> - Last Modified 5 Apr 2023

? Insight into our investigation process ? ? ? ? ?

Watch the video to gain an insight into how our investigations are conducted.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/insight-into-our-investigation-process> - Last Modified 20 Oct 2022

? Making a difference for vulnerable people - Casebook 2022 examples ? ? ? ? ?

The Office continues to promote awareness and accessibility to vulnerable communities.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/making-a-difference-for-vulnerable-people-casebook-2022-examples> - Last Modified 20 Oct 2022

? Improving communication - Casebook 2022 examples ? ? ? ? ?

Giving reasons for decision is essential to fairness, ensures transparency and promotes accountability.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/improving-communication-casebook-2022> - Last Modified 22 Nov 2022

? 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

? Making a difference for vulnerable people ? ? ? ? ?

Cases from Casebook 2020

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/making-a-difference-for-vulnerable-people> - Last Modified 7 Jun 2023

? Recordkeeping cases from Casebook 2020

? ? ? ? ?

Recordkeeping cases from Casebook 2020

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/recordkeeping-cases-from-casebook-2020> - Last Modified 27 May 2021

? Case studies - other investigation outcomes

? ? ? ? ?

A rectification is the outcome of an investigation where the Ombudsman recommends an agency change a decision or action as a result of a complaint. Usually case studies focus on rectifications, however following are examples of other investigation outcomes.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-other-investigation-outcomes> - Last Modified 15 Dec 2021

? Case studies - improving policy, procedures or service ? ? ? ? ?

The community expects public agencies to have policies and procedures to support and inform fair and consistent decision-making at all levels within government. This Office makes recommendations to agencies for improving policy, procedures or service.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-improving-policy-procedures-or-service> - Last Modified 31 Jul 2020

? Case studies - positive outcomes for vulnerable people ? ? ? ? ?

The Office continues to promote awareness and accessibility for communities in regional and remote areas, Indigenous, culturally and linguistically diverse communities, the homeless and prisoners.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-positive-outcomes-for-vulnerable-people> - Last Modified 8 May 2020

? Case studies - Improving communication ? ? ? ? ?

Communication with complainants should be open and accountable, subject to legal requirements. Failure to manage complainant's expectations may result in dissatisfaction with the complaints process, unrealistic expectations and complaint escalation.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-improving-communication> - Last Modified 19 Mar 2020

? Case studies - Proper application of rules ? ? ? ? ?

Improperly applied rules result in complaints to this Office when there has been a difference between the expectation and the reality in delivery of service from a public agency.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-proper-application-of-rules> - Last Modified 14 Nov 2019

? Case studies from closed environments

? ? ? ? ?

Case studies relating to correctional centres and youth justice services from the 2017-2018 annual report

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-from-closed-environments>
- Last Modified 5 Aug 2019

1

Last updated: 1 January 1900