

Blog

Follow our blog to read updates, reports, latest training and findings from recent investigations.



Multi-agency complaint handling

[Communication is key](#) | [Managing complaints](#) | [Training](#)

What is a multi-agency complaint? What should agencies do? Four tips for agencies to consider.

New detention oversight arrangements in Queensland

[News](#) | [Inspector of Detention Services](#)

The Inspector of Detention Services Act 2022 (IDS Act) has now fully commenced.

Work with us on IDS

[Inspector of Detention Services](#)

We are seeking applications for permanent and temporary roles relating to establishing the IDS functions.

New videos to help you know how and when to make a complaint

News

Videos on how to effectively seek help with your complaint, with a focus on the needs of people with impaired ...

What is procedural fairness? - Casebook examples

Making good decisions | Case studies

Procedural fairness requires that a person be given a fair hearing before a decision adversely affecting the p ...

Improving policy, procedure or service - Casebook 2022 examples

Improving policy and procedure | Case studies

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

