

# Community Perspective

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***Community Perspective*** is tailored for community and advocacy groups and officers in community services. It covers news about our projects, advice and recent complaints.

We also publish [Casebooks](#) providing a sample of outcomes that we achieved for Queenslanders through our investigations. Outcomes address individual complainant's concerns as well as broader improvements to agency practices. Casebooks provide advice on making and communicating good decisions, conducting genuine reviews of decisions, keeping records, and improving policy and procedures.

**2024**

- [March 2024 - Casebook 2024, prison overcrowding report, celebrating 50 years](#)

## 2023

- [December 2023 - Tips on how to complain, plus current IDS inspections](#)
- [September 2023 - Who can the Queensland Ombudsman assist? plus new IDS function](#)
- [June 2023 - What is an Ombudsman?, plus new First Nations artwork](#)
- [April 2023 - New videos to help you know how and when to make a complaint](#)

## 2022

- [December 2022 - Finding the correct complaints body to assist you](#)
- [September 2022 - Ombudsman in Roma](#)
- [July 2022 - What does 'direct interest' mean?](#)
- [May 2022 - Casebook 2022 helps people understand what we do](#)

## 2021

- [December 2021 - Knowledge sharing - How can we help you?](#)
- [October 2021 - Time and complaints](#)
- [June 2021 - Myth-busting and making a difference for vulnerable people](#)
- [March 2021 - How the Ombudsman works, plus new resources](#)

## 2020

- [December 2020 - Who do I complain to, and how do I make an effective complaint?](#)
- [October 2020 - What is the difference between an internal and external review?](#)
- [June 2020 - Service changes, child safety report and video resources](#)
- [March 2020 - Service changes, our resources and case studies](#)

## 2019

- [December 2019 - Building a human rights culture](#)
- [September 2019 - Information to help navigate the Queensland complaints landscape](#)
- [June 2019 - Language support and accessibility for all Queenslanders](#)
- [April 2019 - Bad weather won't stop us!](#)

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