QUEENSLAND OMBUDSMAN

50 YEARS 1974–2024

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Good decisions

Get the skills you need to make good decisions and comply with best-practice standards in the public sector. This **full-day course** is designed to help officers of all levels, including managers, supervisors and administration officers, consider all of the relevant issues when making a decision.

The course covers the principles of decision-making and the factors that allow you to make good decisions. It explains the importance of recordkeeping and how you can maintain proper and accurate records to support your decisions. It also helps you identify relevant legislation, policies and procedures you need to comply with.

It is an interactive, practical day and participants are given an

opportunity to apply the training in group exercises, scenarios and case studies.

At the end of the course, you will be able to:

- understand your legal authority to make decisions
- make sound and defensible decisions
- effectively communicate reasons for decisions
- maintain accurate and proper records
- comply with the rules of natural justice.

Who can attend?

Staff from Queensland government agencies can attend our practical and interactive training.

Open sessions

Open sessions are a great opportunity for any officer in Queensland to access interactive training. Joining an open session is subject to availability.

Full-day cost: $495.00 (Includes GST) per person.

To view the training dates and register for an open session, please see the Training calendar.

To find out more information or make a booking, email or phone (07) 3035 4120.

Good Decisions Training

18 Apr 2024

Get the skills you need to make good decisions and comply with best-practice standards in the public sector. This full-day course is designed to help officers of all levels, including managers, supervisors and administration officers, consider all of the relevant issues when making a decision.
Event Full

Good Decisions Training

23 Apr 2024

Get the skills you need to make good decisions and comply with best-practice standards in the public sector. This full-day course is designed to help officers of all levels, including managers, supervisors and administration officers, consider all of the relevant issues when making a decision.
Event Full

Last updated: 20 March 2024