



2010

AGS Legal training program

ADMINISTRATIVE LAW ADVANCED MODULE

Ombudsman Review

Target group

Middle and senior level managers, new or recently appointed Ombudsman contact officers and staff requiring more in-depth knowledge of Ombudsman functions and powers.

Course outline

In this course, we will discuss:

- the role and jurisdiction of the Ombudsman, the priorities of the office and the discretion not to investigate
- the powers of the Ombudsman at the preliminary inquiry and investigation stages
- efficient and effective liaison with the office of the Ombudsman in relation to its inquiries
- the range of appropriate outcomes, remedies and responses to Ombudsman inquiries and investigations.

We will work through these and other issues by discussion and by means of case studies. A manual written in clear non-legal language will be given to each participant for use as future reference material.

Objectives

In this course, participants will increase their understanding of Ombudsman functions and powers and thereby increase their efficiency in dealing with Ombudsman inquiries and investigations.

Presenters

Our presenters are AGS lawyers who have a great depth of knowledge of the government environment, and who practise extensively in the areas of information access and administrative law.

Duration

This is a half-day course, either 9 am to 12.30 pm or 1.30 pm to 5 pm. The calendar indicates when sessions are being offered by either 'am' or 'pm'. Morning/afternoon tea will be provided.

ADMINISTRATIVE LAW ADVANCED MODULE

Ombudsman Review

Cost

Standard fee – \$560.00 (inclusive of GST) per person.

If three or more people from one agency attend the same course on the same day **or** if one person attends three or more courses in the same week of training – \$504.00 (inclusive of GST) per person.

No more than 20 people will be accepted on each course, and courses will only be conducted if we receive sufficient nominations.

For further information on our calendar training, in-house or customised courses, please contact **Di Harvey on T 02 6253 7126** or **Kirstin Hewitt on T 02 6253 7436**, or email cbrtraining@ags.gov.au.

Website

For a full review of AGS services, visit www.ags.gov.au