

# REFLECT

## APS Values and Code of Conduct: Decision-making model

### 1. REcognise a potential issue or problem

Ask yourself:

- do I have a gut feeling that something is not right?
- do I feel this is a risky situation?

Recognise the situation as one that may involve tensions:

- between two or more of the Values
- between the Values/Code and personal values.

### 2. Find relevant information

Find the relevant information and gather the facts:

- what was the trigger and what are the circumstances?
- identify the relevant legislation, policies and guidance (APS-wide and agency specific)
- identify the rights and responsibilities of relevant stakeholders
- identify any precedent decisions.

### 3. Linger at the 'Fork in the Road'

Linger at the 'Fork in the Road', pause to consult:

- supervisors and managers
- respected colleagues, peers, or support services—remember privacy.
- Talk it through, use intuition and analysis, listen and reflect.

### 4. Evaluate the options

Evaluate options, identify consequences, look at the processes:

- identify the risks
- discard unrealistic options
- apply the accountability test—would the decision stand up to public scrutiny/independent review?
- be prepared to explain the reasons for your decision.

### 5. Come to a decision

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- act on it and make a record if necessary.

### 6. Take time to reflect

Take time to **REFLECT** and review

- how did it turn out for all concerned?
- learn from your decision
- if you had to do it all over again what would you do differently?

