



Re

## Recognise a potential issue

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.



F

## 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.



L

## Linger at the crossroads

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.



E

## 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.



C

## Come to a decision

Come to a decision:

- act on it and make a record if necessary.



T

## 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?



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REFLECT  
Model