

Public Interest Disclosure Management Program

1. Our commitment to those who report wrongdoing

The Department of State Development, Infrastructure, Local Government and Planning (DSDILGP) is committed to supporting and encouraging people to report wrongdoing. Internal reporting is one of the major ways wrongdoing is detected and investigated. DSDILGP will ensure anyone who reports such matters is supported and protected from reprisal or adverse outcomes. Employees who raise matters can be confident their courage and diligence in upholding the Queensland Government's ethical standards is valued and appreciated by DSDILGP and by the people of Queensland.

2. Background

Section 28(1)(d) of the *Public Interest Disclosure Act 2010* (PID Act) and PID Standard No. 1/2019 (the standard) require the Director-General of DSDILGP to develop, implement and maintain a Public Interest Disclosure (PID) Management Program (the program). This document outlines the program and meets the requirements set out in the standard.

Further information about PIDs, including PID definitions, is available in DSDILGP's PID procedure.

3. PID coordination

The Director, Ethics is DSDILGP's PID Coordinator. The PID Coordinator is responsible for overall management of the program. The PID Coordinator meets with the Director-General regularly to discuss PID management and active PIDs. The PID Coordinator's duties are outlined in the following documents and integrity policies and procedures:

- » [Complaints about the Director-General and Coordinator-General procedure](#)
- » Complaints management policy
- » Ethics framework
- » Fraud and corruption prevention plan
- » [PID procedure](#)
- » [Reporting corrupt conduct procedure.](#)

The PID Coordinator is supported by DSDILGP's Ethics team and the Governance, Performance and Risk (GPR) team within the People and Performance division to fulfil their responsibilities. Responsibilities include:

- » managing PIDs
- » PID assessment and reprisal risk assessment
- » record keeping and reporting
- » case management
- » workplace investigations
- » ensuring support is provided to those involved in PIDs (disclosure, witnesses, managers, subject officers and decision-making delegates).

4. Delegations

All DSDILGP supervisors and managers are authorised to receive a PID in accordance with section 17 (3)(e) of the PID Act and DSDILGP's PID procedure. Ethics team members are also authorised to receive, manage, and provide support to disclosers and others involved in a PID. These team members receive specialised training from



the Queensland Ombudsman's Office and have specific duties outlined in unit operating procedures to assist in the management of PIDs.

DSDILGP's Human Resources delegations provide authority to the following roles to receive, assess and act in regard to a PID:

- » Director-General
- » Deputy Director-General, Corporate
- » Executive Director, People and Performance
- » Director, Ethics.

When the PID is concerning the Director-General or the Coordinator-General, the Complaints about the Director-General and Coordinator-General procedure applies, and the delegation in these matters does not include these public officials. The delegation is conditional and requires mandatory consultation with the Director, Ethics as the delegated PID Coordinator.

5. Communication, awareness and training strategies

Employees are provided with information about PIDs through a range of corporate messaging and awareness raising actions and through general and specific training. These include:

- » business area emails
- » Director-General emails
- » intranet messages
- » mandatory training.

Training on PIDs includes the following:

- » general information provided by the Ethics team to employees during corporate induction on PIDs including how to lodge them.
- » mandatory online training for all employees on commencement and at yearly intervals in:
 - Ethical decision making and the Code of Conduct training
 - PID awareness. There are two PID training courses – a general course for all staff and a supplementary course for managers and supervisors.
- » reference to this training program and the PID procedure is incorporated into fraud and corruption prevention training
- » face-to-face awareness and training sessions are conducted by Ethics team with targeted business areas as required
- » guidance is provided by Ethics to managers and relevant employees when managing complex people matters as required
- » the PID Coordinator and employees in Ethics and GPR teams undertake training provided by the Queensland Ombudsman's Office.

This program document and the PID procedure are published on DSDILGP's external facing website as well as on the intranet for internal employees. Regular emails and other awareness raising about PIDs is carried out by the Ethics team.

6. Business improvement focus

All PIDs are reviewed individually and systemically to determine if there are opportunities for improving business systems, policies, practices, and employee performance and decision-making. PID data, along with other ethics case and complaint data, is used to assess fraud and corruption risks and to inform DSDILGP's fraud and corruption prevention plan.

The Ethics team reports to the Director-General and the People and Culture Committee quarterly, and the Audit and Risk Management Committee biannually.

7. Oversight of the program

The PID Coordinator is responsible for overseeing the program on behalf of the Director-General who is the accountable officer under the PID Act.

The Executive Director, People and Performance provides oversight regarding PID assessment, PID case management and the quality of support offered to persons involved in PIDs and decisions affecting their employment.

The Deputy Director-General, Corporate is responsible for approving the program and is an additional point of oversight regarding PID assessment and PID case management including provision of support and protection from reprisal.

This oversight ensures consistency and fairness in decision-making and a check on compliance with legislative requirements; in particular, those under the PID Act and the *Crime and Corruption Act 2001*.

The program is subject to ongoing and regular review through the following processes:

- » regular reporting to management and DSDILGP's governance committees as outlined above
- » compliance and performance audits as part of annual operational audits by Internal Audit
- » reviews undertaken by the Queensland Ombudsman's Office
- » oversight, audits and monitoring of PIDs involving corrupt conduct by the Crime and Corruption



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