

Model Public Interest Disclosure Management Process Guide

The Office of the Queensland Ombudsman, as the oversight agency under the *Public Interest Disclosure Act 2010* (the PID Act), has developed this PID Management Process Guide as a tool to help agencies comply with the requirements of the PID Act and the Public Interest Disclosure standards.

This guide provides a general outline of the steps that are ordinarily taken when an agency receives a PID. This guide is not intended to be prescriptive, but rather capture the key steps which should be undertaken in order to ensure compliance with the PID Act and Public Interest Disclosure standards. More detail on each step is contained in Public Interest Disclosure Standard No. 2/2019.

The Public Interest Disclosure Team at the Office of the Queensland Ombudsman provides guidance to agencies around the interpretation and application of the PID Act. You are welcome to contact the PID Team by email through PIDAdmin@ombudsman.gld.gov.au.

INFORMATION RECEIVED Is the information a PID? No Yes Would be, but made to the wrong agency Disclosure would otherwise be a Discloser states information is a Disclosure assessed as a PID PID but does not meet elements PID except has been made to the under the PID Act incorrect agency Acknowledge receipt of PID in Conduct referral risk assessment Advise in writing reasons for writing. Advise rights and decision not to assess disclosure responsibilities of discloser as a PID Advise internal/ external review Advise importance of maintaining Seek consent to refer to proper authority OR advise discloser to rights confidentiality redirect PID to proper authority Consider rights of subject officer(s) **MANAGING THE PID** What action are you going to What risks might the discloser What support does the take? discloser need? be exposed to? Decline to deal with under s.30 Investigate, or otherwise deal Conduct a risk assessment Appoint a PID Support Officer of the PID Act with Undertake an investigation, audit Develop a risk management plan Consult the discloser about their Provide reasons for decision in where appropriate writing. Advise internal review right or review support needs must be exercised within 28 days Protect rights of subject officer(s) Deal with internal review request Advise ways to report reprisal. Provide information about support and protections to discloser Manage reprisal if it occurs Advise of external review rights Remind all involved parties of Review risks at key stages of PID Review support needs throughout confidentiality and reprisal management process PID process obligations **FINALISE MANAGEMENT OF PID** Ensure internal records are kept Consider whether systemic Provide written outcome advice to discloser including action taken changes are required to policies or and result of the action work practices Remind subject officer(s) and Implement changes and review Report data to oversight agency discloser of ongoing confidentiality outcomes. through RaPID and reprisal obligations Advise internal/ external review rights through appropriate

complaints process