

Public Interest Disclosures Policy

October 2023

Document management

Publication details

Document type(s) (select all that apply)	Yes/No
Policy	Yes
Procedures	Yes
Guidelines	No
Standard	No
Fact sheet	No

Publication (select all that apply)	Yes/No
Not for publication	No
Office of the Inspector of the Independent Commission Against Corruption (OIICAC) website	Yes
Other (please specify)	

Approved by	Date of approval
Inspector of the Independent Commission Against Corruption	29 September 2023

Review record

Date	Action	Version
29 September 2023	Policy approved	1

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1 Scope and purpose

All agencies in NSW are required to have a Public Interest Disclosure (PID) Policy under section 42 of the *Public Interest Disclosures Act 2022 (PID Act)*.

The Inspector of the Independent Commission Against Corruption (**the Inspector**) shares a staff of two public officials with the Inspector of the Law Enforcement Conduct Commission. The staff are employed by the Premier's Department, which provides support services to the Inspector.

The Inspector is an integrity agency for the purposes of the PID Act and as such, will engage with the PID Act by receiving PIDs and having PIDs referred to it in the Inspector's capacity as an integrity agency.

This policy reflects the size and work of the Office of the Inspector.

2 Definitions

Employee means all Premier's Department employees (ongoing, temporary and casual, and those on secondment to the Premier's Department); contractors (including employees, agents or subcontractors engaged by a contractor) and agency staff engaged to perform work for, or provide services on behalf of, Premier's Department; work experience students; and volunteers and consultants where their engagement requires adherence to the Premier's Department Code of Conduct who have been engaged specifically for the purpose of supporting the Inspector of the Independent Commission Against Corruption to perform their functions.

3 Accessibility of this policy

This policy is available on OIICAC's publicly available website.

A copy of the policy is also sent to all employees on their commencement. A stock of hard copies is available from the office's printing/utility room. Alternatively, a copy can be requested from the Business Co-ordinator.

4 Who does this policy apply to?

This policy applies to, and for the benefit of, all public officials in NSW. You are a public official if you are:

- a person employed in or by an agency or otherwise in the service of an agency
- a person having public official functions or acting in a public official capacity whose conduct or activities an integrity agency is authorised by another Act or law to investigate
- an individual in the service of the Crown
- a statutory officer
- a person providing services or exercising functions on behalf of an agency, including a contractor, subcontractor or volunteer
- an employee, partner or officer of an entity that provides services, under contract, subcontract or other arrangement, on behalf of an agency or exercises functions of an agency, and are involved in providing those services or exercising those functions

- a judicial officer
- a Member of Parliament (MP), including a Minister
- a person employed under the *Members of Parliament Staff Act 2013*.

The Inspector and managers in the Inspector's Office have specific responsibilities under the PID Act. This policy also provides information on how people in these roles will fulfil their responsibilities. Other public officials who work in and for the public sector, but do not work for the Inspector may use this policy if they want information on who they can report wrongdoing to within the Inspector's Office.

5 Who does this policy not apply to?

This policy does not apply to:

- people who have received services from the Inspector and want to make a complaint about those services
- people, such as contractors, who provide services to the Inspector.

This means that if you are not a public official, this policy does not apply to your complaint (there are some circumstances where a complaint can be deemed to be a voluntary PID, see section 7.9 of this policy for more information).

However, you can still make a complaint to the Inspector. This can be done by:

- **Post:** GPO Box 5341 Sydney NSW 2001
 - **Phone:** (02) 9228 3023
 - **Email:** oiicac_executive@oiicac.nsw.gov.au
-

6 Compliance with the PID Act

This policy will be reviewed 1 year after commencement of the PID Act and thereafter every 2 years.

It will be reviewed and approved by the Inspector.

If an error or issue is found with the policy, please contact the Inspector's office via post, phone or email.

If you require further information about this policy, how public interest disclosures will be handled and the PID Act you can:

- confidentially contact the Inspector
- contact the PID Advice Team within the NSW Ombudsman by phone: (02) 9286 1000 or email: pidadvice@ombo.nsw.gov.au, or
- access the NSW Ombudsman's PID guidelines which are available on its website.

If you require legal advice with respect to the PID Act or your obligations under the PID Act, you may need to seek independent legal advice.

7 How to make a report of serious wrongdoing

7.1 Reports, complaints and grievances

When a public official reports suspected or possible wrongdoing in the public sector, their report will be a PID if it has certain features which are set out in the PID Act.

Some internal complaints or internal grievances may also be PIDs, as long as they have the features of a PID. If an internal complaint or grievance is a report of serious wrongdoing, the Inspector will consider whether it is a PID. If it is a PID, the Inspector will deal with it as set out in this policy.

7.2 When will a report be a PID?

There are three types of PIDs in the PID Act. These are:

1. *Voluntary PID*: This is a PID where a report has been made by the public official because they decided, of their own accord, to come forward and disclose what they know.
2. *Mandatory PID*: This is a PID where the public official has made a report about serious wrongdoing because they have a legal obligation to make that report, or because making that report is an ordinary aspect of their role or function in an agency.
3. *Witness PID*: This is a PID where a person discloses information during an investigation of serious wrongdoing following a request or requirement of the investigator.

This policy mostly relates to making a voluntary PID and how the Inspector deals with voluntary PIDs. People who make a mandatory PID or a witness PID are still entitled to protection.

You can find more information about mandatory and witness PIDs in the Ombudsman's guidelines 'Dealing with mandatory PIDs' and 'Dealing with witness PIDs'.

A voluntary PID involves a public official making a report because they have information that they believe shows (or tends to show) serious wrongdoing, where they are not under a legal obligation to make that report and where it is not an ordinary part of their role to report such wrongdoing.

A report is a voluntary PID if it has the following five features, which are set out in sections 24 to 27 of the PID Act:

1. A report is made by a public official
2. It is made to a person who can receive voluntary PIDs
3. The public official honestly and reasonably believes that the information they are providing shows (or tends to show) serious wrongdoing
4. The report was made orally or in writing
5. The report is voluntary (meaning it is not mandatory or a witness PID).

If the report has all five features, it is a voluntary PID.

You will not be expected to prove that what you reported actually happened or is serious wrongdoing. You do have to honestly believe, on reasonable grounds, that the information you are reporting shows or tends to show serious wrongdoing.

Even though you do not have to prove the serious wrongdoing happened or provide evidence, a mere allegation with no supporting information is unlikely to meet this test.

If the Inspector makes an error and does not identify that you have made a voluntary PID, you will still be entitled to the protections under the PID Act.

If you make a report and believe the Inspector has made an error by not identifying that you have made a voluntary PID, you should raise this with the Inspector. If you are still not satisfied with this outcome, you can seek an internal review or make seek to conciliate the matter. You may also contact the NSW Ombudsman. Further information on rights to internal review and conciliation is found in section 14 of this policy.

7.3 Who can make a voluntary PID?

Any public official can make a voluntary PID — see ‘Who this policy applies to’. You are a public official if:

- you are employed by the Premier’s Department in order to support the Inspector
- you are a contractor, subcontractor or volunteer who provides services, or exercises functions, on behalf of the Inspector, or
- you work for an entity (such as a non-government organisation) who is contracted by the Premier’s Department or the Inspector of the ICAC to provide services or exercise functions on behalf of the Inspector — if you are involved in undertaking that contracted work.

A public official can make a PID about serious wrongdoing relating to any agency, not just the agency they are working for. This means that the Inspector may receive PIDs from public officials outside her Office. It also means that you can make a PID to any agency, including an integrity agency like the Independent Commission Against Corruption (ICAC) and the NSW Ombudsman. Annexure A of this policy has a list of integrity agencies.

7.4 What is serious wrongdoing?

Reports must be of one or more of the following categories of serious wrongdoing to be a voluntary PID (in addition to having the other features set out here). Serious wrongdoing is defined in the PID Act as:

- *corrupt conduct* — such as a public official accepting a bribe
- *serious maladministration* — such as an agency systemically failing to comply with proper recruitment processes when hiring staff
- *a government information contravention* — such as destroying, concealing or altering records to prevent them from being released under a Government Information Public Access application
- *a local government pecuniary interest contravention* — such as a senior council staff member recommending a family member for a council contract and not declaring the relationship
- *a privacy contravention* — such as unlawfully accessing a person’s personal information on an agency’s database
- *a serious and substantial waste of public money* — such as an agency not following a competitive tendering process when contracting with entities to undertake government work.

When you make your report, you do not need to state what category of serious wrongdoing you are reporting or that you are reporting serious wrongdoing.

7.5 Who can I make a voluntary PID to?

For a report to be a voluntary PID, it must be made to certain public officials.

You can make a report inside the Inspector’s Office to:

- the Inspector of the ICAC (who is the head of the agency and its disclosure officer)
- your manager – this is the person who directly, or indirectly, supervises you. It can also be the person who you directly, or indirectly, report to. You may have more than one manager. Your

manager will make sure that the report is communicated to the Inspector on your behalf or may accompany you while you make the report to the Inspector.

You can contact the Inspector by:

- **Post:** GPO Box 5341 Sydney NSW 2001
- **Phone:** (02) 9228 3023
- **Email:** oiicac_executive@oiicac.nsw.gov.au

You can also make your report to a public official in another agency (meaning an agency you do not work for) or an integrity agency. These include:

- the head of another agency — this means the head of any public service agency
- another integrity agency — a list of integrity agencies is located at Annexure A of this policy
- a disclosure officer for another agency — ways to contact disclosure officers for other agencies is located in an agency's PID policy which can be found on their public website
- a Minister or a member of a Minister's staff but the report must be made in writing.

If you choose to make a disclosure outside of the Inspector's Office, it is possible that your disclosure will be referred back to the Inspector so that appropriate action can be taken.

Making a report to a Member of Parliament or journalist

Disclosures to MPs or journalists are different to other reports. You can only disclose a report of wrongdoing as a voluntary PID to an MP or journalist in the following circumstances:

- You must have first made substantially the same disclosure (described here as a 'previous disclosure') to someone who can receive disclosures.
- The previous disclosure must be substantially true.
- You did not make the previous disclosure anonymously.
- You did not give a written waiver of your right to receive information relating to your previous disclosure.
- You did not receive the following from the Inspector:
 - notification that the Inspector will not investigate the serious wrongdoing and will also not refer the previous disclosure to another agency, or
 - the following information at the end of the investigation period:
 - notice of the Inspector's decision to investigate the serious wrongdoing
 - a description of the results of an investigation into the serious wrongdoing
 - details of proposed or recommended corrective action as a result of the previous disclosure or investigation.

Investigation period means:

- after six months from the previous disclosure being made, or
- after 12 months if you applied for an internal review of the agency's decision within six months of making the disclosure.

If all the above requirements are met, your disclosure to an MP or journalist may be a voluntary PID.

7.6 What form should a voluntary PID take?

You can make a voluntary PID:

- *in writing* — this could be an email or letter to a person who can receive voluntary PIDs.

- *orally* — have a private discussion with a person who can receive voluntary PIDs. This can be face-to-face, via telephone or virtually.
- *anonymously* — write an email or letter or call a person who can receive PIDs to make a report without providing your name or anything that might identify you as the maker of the report. A report will only be considered anonymous if there is no reasonable or practical way of communicating with the person making the report. Even if you choose to remain anonymous, you will still be protected under the PID Act. It may be difficult, however, for the Inspector to investigate the matter(s) you have disclosed if the Inspector cannot contact you for further information.

7.7 What should I include in my report?

You should provide as much information as possible so the Inspector can deal with the report effectively. The type of information you should include is:

- date, time and location of key events
- names of person(s) involved in the suspected wrongdoing, their role, title and how they are involved
- your relationship with the person(s) involved, such as whether you work closely with them
- your explanation of the matter you are reporting
- how you became aware of the matter you are reporting
- possible witnesses
- other information you have that supports your report.

7.8 What if I am not sure if my report is a PID?

You should report all wrongdoing you become aware of regardless of whether you think it is serious wrongdoing. It is important for the Inspector to understand what is or may be occurring.

The Inspector is then responsible for making sure your report is handled appropriately under the PID Act, or if it is not a PID, in line with their other procedures. Even if your report is not a PID, it may fall within another one of the Inspector's policies for dealing with reports, allegations or complaints.

7.9 Deeming that a report is a voluntary PID

The Inspector can, in certain circumstances, determine that a report is a voluntary PID even if the report does not otherwise have all the features of a voluntary PID. This is known as the 'deeming power'.

By deeming that a report is a voluntary PID, it ensures that reporters are provided with protections under the PID Act.

If you make a report that has not met all the requirements of a voluntary PID, you can refer your matter to Inspector to request that they consider deeming your report to be a voluntary PID.

A decision to deem a report to be a voluntary PID is at the discretion of the Inspector. For more information about the deeming power, see the Ombudsman's guideline 'Deeming that a disclosure is a voluntary PID'.

7.10 Who can I talk to if I have questions or concerns?

You may contact the Inspector's office with questions or concerns by post, phone or email.

8 Protections

8.1 How is the maker of a voluntary PID protected?

When you make a voluntary PID you receive special protections under the PID Act.

The maker of a voluntary PID may be protected in the following ways:

- Protection from detrimental action
 - A person cannot take detrimental action against another person because they have made a voluntary PID or are considering making a PID. Detrimental action includes bullying, harassment, intimidation or dismissal.
 - Once the Inspector becomes aware that a voluntary PID by a person employed or otherwise associated with the Inspector's Office that concerns serious wrongdoing relating to the Inspector's Office has been made, the Inspector will undertake a risk assessment and take steps to mitigate the risk of detrimental action occurring against the person who made the voluntary PID.
 - It is a criminal offence for someone to take detrimental action against a person because they have made or may make a voluntary PID. It is punishable by a maximum penalty of 200 penalty units or imprisonment for five years or both.
 - A person may seek compensation where unlawful detrimental action has been taken against them.
 - A person can apply for a court order (injunction) where detrimental action is threatened or has occurred (for example, an order to prevent dismissal or to require reinstatement).
 - Note that a person who makes a PID can still be subject to reasonable management action (such as ordinary performance reviews and performance management). Provided such action is not taken because of the PID, it is not detrimental action under the PID Act.
- Immunity from civil and criminal liability
 - Some public officials are often subject to a duty of confidentiality that prevents them disclosing certain information that they obtain or become aware of at work. Sometimes, in order to make a PID, public officials will need to breach or disregard such confidentiality duties. If that happens, a public official cannot be disciplined, sued or criminally charged for breaching confidentiality.
- Confidentiality
 - Public officials and agencies must not disclose information tending to identify a person as the maker of a voluntary PID unless doing so is permitted by the PID Act.
- Protection from liability for own past conduct
 - The Attorney General can give the maker an undertaking that a disclosure of their own past conduct will not be used against them if a person discloses their own wrongdoing or misconduct while making a report. This undertaking can only be given on application by an integrity agency to the Attorney General.

8.2 Protections for people who make mandatory and witness PIDs

Apart from PIDs that are made voluntarily by public officials, there are other types of reports that are recognised as PIDs under the PID Act:

- *A mandatory PID:* This is a PID where the public official has made the report about serious wrongdoing because they have a legal obligation to make that report, or because making that report is an ordinary aspect of their role or function in an agency.
- *A witness PID:* This is a PID where a person discloses information during an investigation of serious wrongdoing following a request or requirement of the investigator.

Makers of mandatory and witness PIDs have the following protections:

- **Protection against detrimental action** - It is an offence to take detrimental action against a person based on the suspicion, belief or awareness that a person has made, may have made or may make a PID.
- **Right to compensation** - A person can initiate proceedings and seek compensation for injury, damage or loss suffered as a result of detrimental action being taken against them.
- **Ability to seek an injunction** - An injunction can be sought to prevent the commission or possible commission of a detrimental action offence against a person. For example, an order to prevent dismissal or to require reinstatement.
- **Immunity from civil and criminal liability** - a person will not incur civil or criminal liability if the person breaches a duty of confidentiality while making a disclosure. This means that legal action cannot be taken against a person for breaching a duty of secrecy or confidentiality, or breaching another restriction on disclosure.

9 Reporting detrimental action

If you experience adverse treatment or detrimental action, such as bullying or harassment, you should report this immediately. You can report any experience of adverse treatment or detrimental action directly to the Inspector, or to an integrity agency. A list of integrity agencies is located at Annexure A of this policy.

10 General support

If you have questions about the PID Act and reporting more generally, you may wish to contact the NSW Ombudsman.

If you need wellbeing support and are an employee, you may access the Employee Assistance Program (EAP). The EAP contact details are available through the Premier's Department intranet (the Hub).

11 Roles and responsibilities within the Inspector's Office

All roles and responsibilities under the PID Act lie with the Inspector.

The Inspector is responsible for:

- being the disclosure officer and thereby:
 - receiving reports from public officials
 - receiving reports when they are passed on to them by managers
 - ensuring reports are dealt with appropriately
 - ensuring that any oral reports that have been received are recorded in writing
- fostering a workplace culture where reporting is encouraged
- receiving disclosures from public officials
- ensuring there is a system in place for assessing disclosures
- ensuring compliance with this policy and the PID Act
- ensuring there are appropriate systems for:
 - overseeing internal compliance with the PID Act
 - supporting public officials who make voluntary PIDs, including by minimising the risk of detrimental action
 - implementing corrective action if serious wrongdoing is found to have occurred
 - complying with reporting obligations regarding allegations or findings of detrimental action
 - complying with yearly reporting obligations to the NSW Ombudsman.

Managers

The responsibilities of managers include:

- receiving reports from persons that report to them or that they supervise
- passing on reports they receive to the Inspector (who is the disclosure officer).

All employees

All employees must:

- report suspected serious wrongdoing or other misconduct
- use their best endeavours to assist in an investigation of serious wrongdoing if asked to do so by a person dealing with a voluntary PID on behalf of the Inspector
- treat any person dealing with or investigating reports of serious wrongdoing with respect.

All employees must not take detrimental action against any person who has made, may in the future make, or is suspected of having made, a PID.

12 How the Inspector will deal with voluntary PIDs

12.1 How the Inspector will acknowledge receipt of a report and keep the person who made it informed

When the Inspector receives a report which is a voluntary PID, or looks like it may be a voluntary PID, the Inspector will assess the report to identify whether it is a voluntary PID or another type of disclosure, and to make sure that the right steps are followed.

If the report is a voluntary PID, the person who made the report will receive the following information:

- You will receive an acknowledgment that the report has been received. This acknowledgement will:
 - state that the report will be assessed to identify whether it is a PID
 - state that the PID Act applies to how the Inspector deals with the report
 - provide clear information on how you can access this PID policy
 - provide you with details of a contact person and available supports.
- If the report is a voluntary PID, the Inspector will inform you as soon as possible how the Inspector intend to deal with the report. This may include:
 - that the Inspector is investigating the serious wrongdoing
 - that the Inspector will refer the report to a different agency (if appropriate) to deal with the voluntary PID. If we do this, the Inspector will provide you with details of this referral
 - If the Inspector decides to not investigate the report and to not refer it to another agency for it to be investigated, the Inspector will tell you the reasons for this decision. The Inspector will also notify the NSW Ombudsman of this decision.
- If the Inspector decides to investigate the serious wrongdoing, the Inspector will provide you with updates on the investigation at least every three months. During this time, if you would like more frequent updates, you should contact the contact person who was nominated when the Inspector received your report.
 - If the Inspector investigates the serious wrongdoing, the Inspector will provide you with the following information once the investigation is complete:
 - a description of the results of the investigation — that is, the Inspector will tell you whether the Inspector found that serious wrongdoing took place.
 - information about any corrective action as a result of the investigation/s — this means the Inspector will tell you what action the Inspector took in relation to the person who engaged in the serious wrongdoing or if the serious wrongdoing was by our agency, what the Inspector have put in place to address that serious wrongdoing.
 - Corrective action could include taking disciplinary action against someone or changing the practices, policies and procedures that the Inspector had in place which led to the serious wrongdoing.
- There may be some details about both the findings made as a result of the investigation and the corrective action taken that cannot be revealed to you. The Inspector will always balance the right of a person who makes a report to know the outcome of that report, with other legal obligations the Inspector has.

- If you have made an anonymous report, in many cases the Inspector may not be able to provide this information to you.

12.2 How the Inspector will protect the confidentiality of the maker of a voluntary PID

The Inspector understands that people who make voluntary PIDs may want their identity and the fact that they have made a report to be confidential.

Under the PID Act, information tending to identify a person as the maker of a voluntary PID (known as identifying information) is not to be disclosed by a public official or an agency.

There are certain circumstances under the PID Act that allow for the disclosure of identifying information. These include:

- where the person consents in writing to the disclosure
- where it is generally known that the person is the maker of the voluntary PID because of their voluntary self-identification as the maker
- when the public official or the Inspector reasonably considers it necessary to disclose the information to protect a person from detriment
- where it is necessary the information be disclosed to a person whose interests are affected by the disclosure
- where the information has previously been lawfully published
- when the information is disclosed to a medical practitioner or psychologist for the purposes of providing medical or psychiatric care, treatment or counselling to the individual disclosing the information
- when the information is disclosed for the purposes of proceedings before a court or tribunal
- when the disclosure of the information is necessary to deal with the disclosure effectively
- if it is otherwise in the public interest to disclose the identifying information.

The Inspector will not disclose identifying information unless it is necessary and authorised under the PID Act.

The Inspector will put in place steps to keep the identifying information of the maker and the fact that a report has been made confidential. It may not be possible for the Inspector to maintain complete confidentiality while the Inspector progresses the investigation, but the Inspector will do all that they practically can to not unnecessarily disclose information from which the maker of the report can be identified. The Inspector may do this by:

- limiting the number of people who are aware of the maker's identity or information that could identify them
- if the Inspector must disclose information that may identify the maker of the PID, the Inspector will still not disclose the actual identity of the maker of the PID, unless the Inspector has their consent to do so
- reminding any person who does know the identity of the maker of a PID that they have a legal obligation to keep their identity confidential
- ensuring that only authorised persons have access to emails, files or other documentation that contain information about the identity of the maker
- providing information to the maker of the PID about the importance of maintaining confidentiality and advising them how best to protect their identity, for example, by telling them not to discuss their report with other staff.

If confidentiality cannot be maintained or is unlikely to be maintained, the Inspector may:

- inform the person whose identity may become known
- update its risk assessment and risk management plan
- implement strategies to minimise the risk of detrimental action
- provide additional supports to the person who has made the PID
- remind persons who become aware of the identifying information of the consequences for failing to maintain confidentiality and that engaging in detrimental action is a criminal offence and may also be a disciplinary matter.

12.3 How the Inspector will assess and minimise the risk of detrimental action

The Inspector will assess and take steps to mitigate detrimental action from being taken against the maker of a voluntary PID, the person whose conduct is the subject of a PID, investigators and witnesses.

The Inspector will take steps to assess and minimise the risk of detrimental action and may:

- explain that a risk assessment will be undertaken, and a risk management plan will be created (including reassessing the risk throughout the entirety of the matter)
- explain that the Inspector will be responsible for undertaking and approving a risk assessment and risk management plan
- explain how it will communicate with the maker to identify risks
- list the protections that will be offered, that is, the Inspector's Office will discuss protection options with the maker which may including remote working or approved leave for the duration of the investigation
- outline what supports will be provided.

Detrimental action against a person is an act or omission that causes, comprises, involves or encourages detriment to a person or a threat of detriment to a person (whether express or implied). Detriment to a person includes:

- injury, damage or loss
- property damage
- reputational damage
- intimidation, bullying or harassment
- unfavourable treatment in relation to another person's job
- discrimination, prejudice or adverse treatment
- disciplinary proceedings or disciplinary action, or
- any other type of disadvantage.

Detrimental action does not include:

- lawful action taken by a person or body to investigate serious wrongdoing or other misconduct
- the lawful reporting or publication of a finding of serious wrongdoing or other misconduct
- the lawful making of adverse comment, resulting from investigative action
- the prosecution of a person for a criminal offence
- reasonable management action taken by someone in relation to a person who made or may make a PID. For example, a reasonable appraisal of a PID maker's work performance.

12.4 How the Inspector will deal with allegations of a detrimental action offence

If the Inspector become(s) aware of an allegation that a detrimental action offence has occurred or may occur, the Inspector will:

- take all steps possible to stop the action and protect the person(s)
- take appropriate disciplinary action against anyone that has taken detrimental action
- refer any evidence of a detrimental action offence to the Commissioner of Police and the ICAC or the Law Enforcement Conduct Commission (whichever is applicable)
- notify the NSW Ombudsman about the allegation of a detrimental action offence being committed.

The Inspector will be responsible for making referrals about alleged detrimental action offences. The Inspector will inform the person who the alleged detrimental action has been taken against of any updates and what supports will be offered.

12.5 What the Inspector will do if an investigation finds that serious wrongdoing has occurred

If, after an investigation, it is found that serious wrongdoing or other misconduct has occurred in respect of a voluntary public interest disclosure relating to the Inspector, the Inspector will take the most appropriate action to address that wrongdoing or misconduct. This is also known as corrective action.

Corrective action can include:

- a formal apology
- improving internal policies to adequately prevent and respond to similar instances of wrongdoing
- providing additional education and training to staff where required
- taking employment action against persons involved in the wrongdoing (such as termination of employment, relocation, a caution or reprimand)
- payment of compensation to people who have been affected by serious wrongdoing or other misconduct.

13 The Inspector's power to investigate

While the PID Act requires the Inspector to decide how to deal with a voluntary PID, including whether to investigate, it does not confer any additional power on the Inspector to conduct investigations.

Accordingly, any investigation would need to be conducted in accordance with any applicable laws, policies and practices that apply to the Inspector in relation to suspected serious wrongdoing, however the Inspector becomes aware of it.

14 Review and dispute resolution

14.1 Internal review

People who make voluntary PIDs can seek internal review of the following decisions made by the Inspector:

- that the Inspector is not required to deal with the report as a voluntary PID
- to stop dealing with the report because the Inspector decided it was not a voluntary PID
- to not investigate the serious wrongdoing and not refer the report to another agency
- to cease investigating the serious wrongdoing without either completing the investigation or referring the report to another agency for investigation.

The Inspector will ensure internal reviews are conducted in compliance with the PID Act.

If you would like to make an application for an internal review, you must apply in writing within 28 days of being informed of the Inspector's decision. The application should state the reasons why you consider the decision should not have been made. You may also submit any other relevant material with your application.

Internal review applications should be emailed or posted to the Inspector.

The Inspector aims to complete internal reviews within 20 business days after receipt of an application.

14.2 Voluntary dispute resolution

If a dispute arises between the Inspector and a person who has made a report which is, or may be, a voluntary PID, they may request the NSW Ombudsman to conciliate the dispute. Conciliation is a voluntary process and will only be suitable for disputes where the Inspector and the maker of the report are willing to resolve the dispute.

15 Other agency obligations

15.1 Record keeping requirements

The Inspector and their Office must keep full and accurate records with respect to all information received in connection with the PID Act. This ensures that the Inspector complies with its obligations under the *State Records Act 1998*.

15.2 Reporting of voluntary PIDs and the Inspector's annual return to the Ombudsman

Each year the Inspector provides an annual return to the NSW Ombudsman which includes:

- information about voluntary PIDs received by the Inspector during each return period (yearly with the start date being 1 July)
- action taken by the Inspector to deal with voluntary PIDs during the return period
- how the Inspector promoted a culture in the workplace where PIDs are encouraged.

15.3 How the Inspector will ensure compliance with the PID Act and this policy

The Inspector will ensure compliance through their Annual Reporting requirements.

16 Annexure A – List of integrity agencies

Integrity agency	What they investigate	Contact information
The NSW Ombudsman	Most kinds of serious maladministration by most agencies and public officials (but not NSW Police, judicial officers or MPs)	Telephone: 1800 451 524 between 9am to 3pm Monday to Friday Writing: Level 24, 580 George Street, Sydney NSW 2000 Email: info@ombo.nsw.gov.au
The Auditor-General	Serious and substantial waste of public money by auditable agencies	Telephone: 02 9275 7100 Writing: GPO Box 12, Sydney NSW 2001 Email: governance@audit.nsw.gov.au
Independent Commission Against Corruption	Corrupt conduct	Telephone: 02 8281 5999 or toll free on 1800 463 909 (callers outside Sydney) between 9am and 3pm, Monday to Friday Writing: GPO Box 500, Sydney NSW 2001 or faxing 02 9264 5364 Email: icac@icac.nsw.gov.au
The Inspector of the Independent Commission Against Corruption	Serious maladministration by the ICAC and ICAC officers	Telephone: 02 9228 3023 Writing: PO Box 5341, Sydney NSW 2001 Email: oiicac_executive@oiicac.nsw.gov.au
Law Enforcement Conduct Commission	Serious maladministration by the NSW Police Force or NSW Crime Commission	Telephone: 02 9321 6700 or 1800 657 079 Writing: GPO Box 3880, Sydney NSW 2001 Email: contactus@lecc.nsw.gov.au
The Inspector of the Law Enforcement Conduct Commission	Serious maladministration by the LECC and LECC officers	Telephone: 02 9228 3023 Writing: GPO Box 5341, Sydney NSW 2001 Email: oilecc_executive@oilecc.nsw.gov.au
Office of the Local Government	Local government pecuniary interest contraventions	Email: olg@olg.nsw.gov.au
The Privacy Commissioner	Privacy contraventions	Telephone: 1800 472 679

Integrity agency	What they investigate	Contact information
		Writing: GPO Box 7011, Sydney NSW 2001 Email: ipcinfo@ipc.nsw.gov.au
The Information Commissioner	Government information contraventions	Telephone: 1800 472 679 Writing: GPO Box 7011, Sydney NSW 2001 Email: ipcinfo@ipc.nsw.gov.au

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