GOVERNANCE COMMITTEE LATE REPORTS

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^{**} Item includes confidential papers

GOVERNANCE COMMITTEE NO. 12

3 DECEMBER 2019

LATE REPORTS

14. REVIEW OF POLICIES - INFRASTRUCTURE AND ENVIRONMENT DEPARTMENT

This is a report concerning a review of policies relating to Council's management of Council Fleet Assets. This review was undertaken in accordance with Council's Policy and Procedure Framework adopted by Council on 16 July 2019.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

That the policies detailed in Table 1, be repealed.

15. REVIEW OF POLICIES - CORPORATE SERVICES DEPARTMENT

This is a report concerning the review of policies relating to the functions of the Legal and Governance and Finance Branches of Corporate Services Department, undertaken in accordance with Council's Policy and Procedure Management Framework adopted by Council on 16 July 2019.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the policies detailed in Table 1 be adopted, as amended.
- B. That the policies detailed in Table 2, be adopted.
- C. That the policies detailed in Table 3, be repealed.

16. REVIEW OF POLICIES - PEOPLE AND CULTURE BRANCH, CORPORATE SERVICES

This is a report concerning the review of policies relating to the functions of the People and Culture Branch, Corporate Services, undertaken in accordance with Council's Policy and Procedure Management Framework adopted by Council on 16 July 2019.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the policies detailed in Table 1, be repealed.
- B. That the Policies in Table 2, be adopted.

and any other items as considered necessary.

^{**} Item includes confidential papers

Doc ID No: A5917540

The Chairperson has determined this matter is of real urgency and approval has been given to refer this report to the Governance Committee as a late item.

ITEM: 14

SUBJECT: REVIEW OF POLICIES - INFRASTRUCTURE AND ENVIRONMENT DEPARTMENT

AUTHOR: IPSWICH FLEET MANAGER

DATE: 20 NOVEMBER 2019

EXECUTIVE SUMMARY

This is a report concerning a review of policies relating to Council's management of Council Fleet Assets. This review was undertaken in accordance with Council's Policy and Procedure Framework adopted by Council on 16 July 2019.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

That the policies detailed in Table 1, be repealed.

TABLE 1 – Policies to Repeal

| Name of Policy | Adopted at Council | Attachment |
|---|--------------------|------------|
| | | Number |
| Ipswich City Council Light Vehicle Policy | 19 July 2006 | 1 |
| Private Use of Councils Motor Vehicles Policy | 28 July 2015 | 2 |
| Motor Vehicle Fleet – Replacement of Vehicles | 19 May 1999 | 3 |
| Policy | | |

RELATED PARTIES

There are no related parties associated with this report.

There are no declarations of conflict of interest by an officer.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

The Infrastructure and Environment Department has recently undertaken a review of policies which fall within its functional responsibility in accordance with the adopted Policy and Procedure Management Framework.

The following policies have been identified for repeal:

| Policy | Rationale for Decision | Attachment |
|----------------|--|------------|
| Ipswich City | These policies do not meet the definition of a | Current: 1 |
| Council Light | policy, as outlined in the adopted Policy and | |
| Vehicle Policy | Procedure Management Framework. The | |
| Private Use of | existing policy content has been incorporated | Current: 2 |
| Council Motor | into an Administrative Directive that was | |
| Vehicles | endorsed by the Executive Leadership Team on | |
| Policy | 3 October 2019 and is now sitting with the Chief | |
| Private Use of | Executive Officer for final approval. | Current: 3 |
| Council Motor | | |
| Vehicle Policy | | |

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: Local Government Act 2009 Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

The review of these policies has been undertaken in accordance with Council's adopted Policy and Procedure Management Framework. Any delay in approving the recommendations of this report will potentially have adopted policies inconsistent with Council Framework.

FINANCIAL/RESOURCE IMPLICATIONS

Associated financial implications for the governance document review and update are contained within operational budgets for the Infrastructure and Environment Department.

COMMUNITY AND OTHER CONSULTATION

Consultation has been undertaken with relevant internal stakeholders in relation to the policies presented for repeal and/or adoption. A list of the internal stakeholders are included below:

- Business Transformation Project #9 'Policies, Procedures and Local Laws' team
- Business Transformation Project #13 'Return to Elected Representation' team
- Branch and Section Managers and subject area experts from:
 - o Fleet Services Branch
 - Business Services and Support
 - Business Accounting and Asset Management

All internal stakeholders support the presentation of these policies and associated recommendations as outlined in this report. There were no external stakeholders identified as requiring consultation.

CONCLUSION

In accordance with Council's adopted Policy and Procedure Management Framework, the Infrastructure and Environment Department have undertaken a review of policies relating to managing Councils Fleet assets which are presented for Council's consideration.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

- 1. Ipswich City Council Light Vehicle Policy 🖟 🖺
- 2. Private Use of Council Motor Vehicles Policy J.
- 3. Motor Vehicle Fleet Replacement of Vehicle Policy 🗓 🖺

Mark Sines

IPSWICH FLEET MANAGER

I concur with the recommendations contained in this report.

Charlie Dill

GENERAL MANAGER - INFRASTRUCTURE AND ENVIRONMENT

I concur with the recommendations contained in this report.

Sean Madigan

GENERAL MANAGER - COORDINATION AND PERFORMANCE

I concur with the recommendations contained in this report.

Greg Chemello

INTERIM ADMINISTRATOR

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IPSWICH CITY COUNCIL LIGHT VEHICLE POLICY

Document No: A3755418

1.1 Objectives:

The objective of this policy is to establish the principles in relation to the acquisition of vehicles for Council's light vehicles and the operation of those vehicles.

1.2 Policy Statement:

Light vehicles are cars and light commercial vehicles that can be driven on a "C" type licence and generally include:

- Passenger carrying vehicles: Sedan, Station Wagon, SUV and Hatch;
- Load carrying vehicles: Utility, Van.

The vehicle selection will be based on:

- Providing a fleet mix of light vehicles that includes fuel efficient four cylinder vehicles:
- · Providing a mix of make and model that reflects the current market;
- Providing a fleet mix to include locally sourced;
- Consideration of the use of alternative fuel and powered vehicles;
- Delivering optimum whole-of-life cost outcomes for Council with regard to its investment in the motor vehicle fleet;
- · The vehicles being fit for purpose;
- The vehicles providing or contributing to a safe environment for Council to conduct business;
- The vehicles providing quantifiable environmental outcomes in consideration of Council's commitment to the Cities for Climate Protection Program.

1.3 Policy Author:

Business Accounting and Asset Manager (Works Parks and Recreation)

Date of Review: 9 June 2017

Date of Council Resolution: 19 July 2006

Committee Reference and Date: City Management and Finance Committee No. 2006 (07)

of 11 July 2006

No. of Resolution: 44.01

Date to be Reviewed: 9 June 2019



PRIVATE USE OF COUNCIL MOTOR VEHICLES POLICY

DOCUMENT NO: A3755809

1.1 Objectives:

The objective of this policy is to provide a framework for the private use of council motor vehicles for employees.

1.2 Policy Statement:

Council will provide, where appropriate, a leased motor vehicle to employees.

The private use rights granted to a contract employee will be in accordance with the contract of employment and the terms of the standard lease agreement for contract employees.

The private use rights granted to all other employees of Council be in accordance with the terms of the standard lease agreement for employees, as amended and lease fees be reviewed annually.

1.3 Scope:

This policy applies to the private use of council motor vehicles for employees with an identified business need for a fleet motor vehicle.

1.4 Policy Author:

The Business Accounting and Asset Manager will be responsible for the maintenance of this policy.

Date of Review: 19 January 2019
Date of Council Resolution: 28 July 2015

Committee Reference and Date: Policy and Administration Board No. 2015(07) of 14

July 2015 – City Management and Finance Committee

No. 2015(07) of 21 July 2014

No. of Resolution: Item 1

Date to be Reviewed: 19 January 2020



Motor Vehicle Fleet – Replacement of Vehicles Policy

Document No: A3755772

1.1 Objectives:

The objective of this policy is to provide a framework for the purchase and disposal of Councils commercial and passenger vehicle fleet.

1.2 Policy Statement:

Council will provide, where appropriate, a motor vehicle for an identified business need.

That Council purchase and dispose of commercial and passenger vehicle fleet on the basis of cost evaluation reflecting the most favourable estimated financial option for Council on a 'whole of life basis' and that this policy be subject to exceptions for extenuating circumstances.

1.3 Scope:

This policy applies to the purchase and disposal of Council motor vehicles with an identified business need for a fleet motor vehicle.

1.4 Policy Author:

The Business Accounting and Asset Manager will be responsible for the maintenance of this policy.

Reviewed: 19 January 2018

Date of Council Resolution: 19 May 1999

Committee Reference and Date: Budget Review Board No. 2 of 5 May 1999

No of Resolution: 2

Date to be Reviewed: 19 January 2020

Doc ID No: A5921781

The Chairperson has determined this matter is of real urgency and approval has been given to refer this report to the Governance Committee as a late item.

ITEM: 15

SUBJECT: REVIEW OF POLICIES - CORPORATE SERVICES DEPARTMENT

AUTHOR: BUSINESS IMPROVEMENT ADVISOR (POLICY)

DATE: 25 NOVEMBER 2019

EXECUTIVE SUMMARY

This is a report concerning the review of policies relating to the functions of the Legal and Governance and Finance Branches of Corporate Services Department, undertaken in accordance with Council's Policy and Procedure Management Framework adopted by Council on 16 July 2019.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

- A. That the policies detailed in Table 1 be adopted, as amended.
- B. That the policies detailed in Table 2, be adopted.
- C. That the policies detailed in Table 3, be repealed.

TABLE 1

| Policy | Rationale for Decision | Attachment |
|-----------------------|---|-------------|
| Record Keeping Policy | The current Record Keeping Policy was adopted | Current – 1 |
| | at Council on 4 December 2018. A review of the | Amended - 2 |
| | document has been undertaken with the current | |
| | policy being transferred to the new template. | |
| | The only additional information required to be | |
| | completed was Clause 8 - Monitoring and | |
| | Evaluation which is required to place the policy in | |
| | line with the new template requirements. | |

| Public Interest | The current Public Interest Disclosure Policy was | Current – 3 |
|-------------------|---|-------------|
| Disclosure Policy | adopted at Council on 21 May 2019. A review of | Amended - 4 |
| | the document has been undertaken while being | |
| | transferred to the new policy template. The only | |
| | additional information required to be completed | |

| | was Clause 8 – Monitoring and Evaluation which | |
|------------------------|--|-------------|
| | is required to place the policy in line with the new | |
| | template requirements. | |
| Confidentiality Policy | The current Confidentiality Policy was adopted at | Current – 5 |
| | Council on in 2016. The policy has been reviewed | Amended - 6 |
| | and placed on the new template. The only | |
| | additional information required to be completed | |
| | was Clause 8 – Monitoring and Evaluation which | |
| | is required to place the policy in line with the new | |
| | template requirements. | |
| Rates Concession | The attached updates for the existing Rates | Current 7 |
| Policy | Concession Policy and Pensioner Remission of | Amended 8 |
| Pensioner Remission of | Rates Policy are intended to: | Current 9 |
| Rates Policy | 1) bring these policies into line with Council | Amended 10 |
| | new policy format; and | |
| | 2) includes some minor edits to: | |
| | a) reflect the requirements for the new | |
| | policy format; | |
| | b) update legislative and organisational | |
| | references; and | |
| | c) specifically remove references related to | |
| | prior consultation with Councillors (Rates | |
| | Concession Policy only). | |

TABLE 2

| Policy | Rationale for Decision | Attachment |
|---------------------|--|------------|
| Information Systems | With this policy, Council seeks to establish and | 11 |
| Security (InfoSec) | maintain an Information Security Management | |
| Policy | System (ISMS) that provides for appropriate | |
| | security and confidentiality of information, | |
| | information systems, applications and networks | |
| | owned, leased or operated by all Council users, | |
| | operations and entities as required to address | |
| | corporate risks and to satisfy regulatory | |
| | requirements. | |
| | This policy was presented to the ICT Steering | |
| | Committee on 25 November 2019 and received | |
| | its endorsement. | |

| Reward for Information | The Reward for Information on Illegal | 12 |
|---------------------------|--|----|
| Offered by Council Policy | Dumping, Vandalism and Theft Policy has | 12 |
| offered by council rolley | been re-written and re-titled. The current | |
| | | |
| | policy allows for residents to provide | |
| | information to Council on an ad hoc basis | |
| | and then apply for consideration of | |
| | payment of a reward. The new policy | |
| | removes this option. The decision to offer a | |
| | reward for information will be made by | |
| | Council following the submission of a | |
| | committee report by the relevant | |
| | Department recommending the offer of a | |
| | reward via public notice. The policy | |
| | highlights that the offer of a reward is at | |
| | Council's discretion. | |
| | It is considered that this approach will | |
| | formalise the process and will provide | |
| | transparency and accountability around the | |
| | use of public monies for the provision of | |
| | rewards. | |

TABLE 3

| Policy | Rationale for Decision | Attachment |
|----------------------------|---|------------|
| Reward for Information on | This policy is to be replaced with the | 13 |
| Illegal Dumping, Vandalism | Reward for Information Offered by Council | |
| and Theft Policy | Policy. | |

RELATED PARTIES

There are no related parties associated with this report.

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Corporate Services Department is continuing to review policies that fall within its functional responsibility to ensure that they meet the requirements of the Policy and Procedure Management Framework that was adopted by Council on 16 July 2019.

A number of policies only require minimal changes to provide content to new mandatory headings that feature in Council's adopted policy template. These policies have been presented in Table 1 for amendment.

Two (2) new policies have been created and appear in Table 2 for adoption being:

- Information Systems Security (InfoSec) Policy; and
- Reward for Information Offered by Council Policy

With the Information Systems Security (InfoSec) Policy, Council seeks to establish and maintain an Information Security Management System (ISMS) that provides for appropriate security and confidentiality of information, information systems, applications and networks owned, leased or operated by all Council users, operations and entities as required to address corporate risks and to satisfy regulatory requirements.

The Reward for Information Offered by Council Policy will replace the Reward for Information on Illegal Dumping, Vandalism and Theft Policy and is designed to make this process transparent and accountable rather than having an adhoc approach to the payment of a reward.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: Local Government Act 2009

RISK MANAGEMENT IMPLICATIONS

The review of these policies has been undertaken in accordance with Council's adopted Policy and Procedure Management Framework. Any delay in approving the recommendations of this report will potentially have adopted policies inconsistent with Council framework.

FINANCIAL/RESOURCE IMPLICATIONS

The review of all policies associated with the functions of the Corporate Services Department are being managed as part of the department's operational budget for 2019-2020.

COMMUNITY AND OTHER CONSULTATION

Consultation has been undertaken with relevant internal stakeholders in relation to the policies presented for adoption.

CONCLUSION

In accordance with Council's adopted Policy and Procedure Management Framework, the Corporate Services Department is continuing to review policies that fall within its functional responsibilities to ensure that they meet the standards of transparency, accountability and good governance. The policies presented in this report for Council consideration have been reviewed by internal stakeholders and are considered to meet the required standards.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

| 1. | Record Keeping Policy (Current) 🗓 🛗 |
|-----|--|
| 2. | Record Keeping Policy (Amended) 🗓 🖺 |
| 3. | Public Interest Disclosure Policy (Current) 🗓 🖺 |
| 4. | Public Interest Disclosure Policy (Amended) 🗓 🖺 |
| 5. | Confidentiality Policy (Current) 🗓 🖺 |
| 6. | Confidentiality Policy (Amended) 🗓 🛗 |
| 7. | Rates Concession Policy (Current) 🗓 🖫 |
| 8. | Rates Concession Policy (Amended) 🗓 🖫 |
| 9. | Pensioner Remission of Rates Policy (Current) 🗓 🖫 |
| 10. | Pensioner Remission of Rates Policy (Amended) 🗓 🖺 |
| 11. | Information Systems Security (InfoSec) Policy 🗓 🖫 |
| 12. | Reward for Information Offered by Council Policy (New) 🗓 🖺 |
| 13. | Reward for Information on Illegal Dumping, Vandalism and Theft Policy (Repeal) 🗓 |
| | |

Carol Dellit

BUSINESS IMPROVEMENT ADVISOR (POLICY)

I concur with the recommendations contained in this report.

Angela Harms

CORPORATE GOVERNANCE MANAGER

I concur with the recommendations contained in this report.

Andrew Knight

GENERAL MANAGER - CORPORATE SERVICES

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RECORDKEEPING POLICY

Version: 1

Document No: A5230951

1.1 Objectives:

This policy is applicable in all technological and administrative environments in which council business is conducted. It applies to all councillors and council employees. The policy encompasses all records regardless of their format (e.g. paper, photographic, electronic). This policy aims to ensure:

- enhanced control and accountability over record keeping, including increased efficiency in the storage, identification, classification and retrieval of records and enhancing information sharing within Ipswich City Council
- compliance with the *Public Records Act 2002, Local Government Act 2009, Right to Information Act 2009, Information Privacy Act 2009* and other relevant legislation,
- consistent application of the principles within the Queensland State Archives Records Governance Policy
- that all councillors and council employees are aware of their recordkeeping responsibilities.

1.2 Regulatory Authority:

Local Government Act 2009
Public Records Act 2002
Queensland State Archives Records Governance Policy
Local Government Sector Retention and Disposal Schedule
General Retention and Disposal Schedule

Under the *Public Records Act 2002*, Ipswich City Council (Council) is required to make and keep full and accurate records of its activities. Full and accurate records are those records that provide reliable, complete and authentic evidence of business activities and decisions.

Council also has other legal obligations in relation to its records and records management practices. Council records are themselves subject to legislation, such as the *Right to Information Act 2009*, and legal processes such as discovery and subpoenas. The records may also be required by Royal Commissions, the Ombudsman, the Courts, auditors and other people or bodies to whom or which they may be subject.

1.3 Policy Statement:

Council is committed to establishing a culture of shared responsibility for recordkeeping and ensuring that information, records and knowledge practices are consistent, accurate, efficient and compliant. Council will enable councillors and employees to make informed, effective and timely decisions for the maintenance and protection of records which meet the organisation's business needs, legislative responsibilities and stakeholders' expectations.

Council will implement appropriate strategies, processes, applications and tools to ensure records of business activities are made and kept.

This policy supports organisational information governance aims and goals, by aligning with:

- Advance Ipswich Goal 5 Visionary and accessible leadership is provided that consults and communicates on key decisions and delivers sound financial management and good governance outcomes.
 - Strategy 3 Implement initiatives that strengthen governance skills and knowledge.
 - 3.1 Councillors and staff are provided with the necessary skills, training and resources to make informed, effective, efficient, impartial and timely decisions.
 - 3.2 Council information is accurate and managed effectively to ensure appropriate access, confidentiality and security.
- Capture and Retention of Public Records Mayor and Councillors Policy
- Ipswich City Council Information and Communication Technology Policy
- Open Data Policy
- FCS-049 Recordkeeping Procedure
- FCS-050 Registration of Corporate Documents in ECM Procedure

1.4 Policy Context:

Full and accurate records must be created and maintained for as long as required for legislative, business and accountability purposes. Records must be captured and managed in an appropriate application and only be disposed of in accordance with the Local Government Sector Retention and Disposal Schedule or General Retention and Disposal Schedule and authorisation from the Chief Executive Officer or authorised delegate.

1.5 Scope:

This policy covers public records created, commissioned or received by council over which council has a legislative responsibility.

For the purpose of this policy, a council record is any form of recorded information, created or received by, or created on behalf of Council as a part of everyday business processes that relates to the administration of council business and documents a decision, action taken, or any recommendations, advice or instructions given.

Council records may be in a variety of formats including for example emails sent and received, photos taken, reports, spreadsheets and any other type of document created, either hard copy or electronic. Council records may be created or received by a Councillor or council employee, or created automatically by a system or processes e.g. CES, Oracle, Pathway, Objective and InfoCouncil.

Information that does not record work activities, such as personal emails and messages, external publications and external training material are not a council record.

This policy applies to all employees as defined Clause 1.7 below.

1.6 Roles and responsibilities:

The Chief Executive Officer is responsible for:

ensuring the Council makes and keeps full and accurate records of its business activities

Records Management Unit is responsible for:

- managing recordkeeping activities to ensure compliance with legislative and better practice requirements.
- developing and implementing a recordkeeping program for Council including the development of a recordkeeping framework and disposal program.
- developing and implementing recordkeeping training and awareness programs
- undertaking disaster preparedness to ensure identification and management of vital records

Chief Operating Officers, Managers and Supervisors are responsible for:

- ensuring employees under their supervision are aware of their recordkeeping responsibilities and undertake training to ensure records are created and managed appropriately
- ensuring that their business area captures and controls records in an appropriate way
- ensuring that their business area complies with this policy

All councillors and employees are responsible for:

- creating records of their business activities
- capturing records in an appropriate way
- ensuring records are kept for the required retention period in accordance with an authorised retention and disposal schedule
- securing records from unauthorised access
- · complying with this policy

1.7 Definitions:

Council Employee: for the purposes of this policy a council employee is the Chief Executive Officer (CEO), a senior executive who reports directly to the CEO, and staff appointed by the Chief Executive Officer under section 196(3) of the *Local Government Act 2009*, a permanent, temporary, casual or

part-time employee, manager, supervisor, team leader, team member or individual, contractor, consultant, agency casual, contingent worker or council volunteer

1.8 Policy Author: Strategic Client Branch, Finance and Corporate Services Department is responsible for the maintenance of this policy.

Date of Council Resolution: 4 December 2018

Committee Reference and Date: Council Ordinary Meeting of 4 December 2018

Date to be reviewed: 4 December 2020



| Version Control and Objective ID | Version No: | Objective ID: |
|----------------------------------|-------------|---------------|
| Approved by Council on | | |
| Date of Review | | |

1. Statement

This policy is applicable in all technological and administrative environments in which council business is conducted. It applies to all councillors and council employees. The policy encompasses all records regardless of their format (e.g. paper, photographic, electronic). This policy aims to ensure:

- enhanced control and accountability over record keeping, including increased efficiency in the storage, identification, classification and retrieval of records and enhancing information sharing within Ipswich City Council
- compliance with the *Public Records Act 2002, Local Government Act 2009, Right to Information Act 2009, Information Privacy Act 2009* and other relevant legislation,
- consistent application of the principles within the Queensland State Archives Records Governance Policy
- that all councillors and council employees are aware of their record keeping responsibilities.

2. Purpose and Principles

Under the *Public Records Act 2002*, Ipswich City Council (Council) is required to make and keep full and accurate records of its activities. Full and accurate records are those records that provide reliable, complete and authentic evidence of business activities and decisions.

Council also has other legal obligations in relation to its records and records management practices. Council records are themselves subject to legislation, such as the *Right to Information Act 2009*, and legal processes such as discovery and subpoenas. The records may also be required by Royal Commissions, the Ombudsman, the Courts, auditors and other people or bodies to whom or which they may be subject.

3. Strategic Plan Links

This policy relates to:

Listening, Leading and Financial Management

IPSWICH CITY COUNCIL | Record Keeping Policy

4. Regulatory Authority

Local Government Act 2009

Public Records Act 2002

Queensland State Archives Records Governance Policy

Local Government Sector Retention and Disposal Schedule

General Retention and Disposal Schedule

5. Scope

This policy covers public records created, commissioned or received by council over which council has a legislative responsibility.

For the purpose of this policy, a council record is any form of recorded information, created or received by, or created on behalf of Council as a part of everyday business processes that relates to the administration of council business and documents a decision, action taken, or any recommendations, advice or instructions given.

Council records may be in a variety of formats including for example emails sent and received, photos taken, reports, spreadsheets and any other type of document created, either hard copy or electronic. Council records may be created or received by a Councillor or council employee, or created automatically by a system or processes e.g. CES, Oracle, Pathway, Objective and InfoCouncil.

Information that does not record work activities, such as personal emails and messages, external publications and external training material are not a council record.

This policy applies to all Councillors (including the Mayor) and employees. Refer to Clause 9 below for a full definition of "council employees".

6. Roles and Responsibilities

| Officer | Responsibilities |
|----------------------------|--|
| Chief Executive Officer | Ensure Council makes and keeps full and accurate records of its business activities. |
| Records Management Unit | Manage record keeping activities to ensure compliance with legislative and better practice requirements; |
| | Develop and implement a record keeping program for Council including the development of a record keeping framework and disposal program; |
| | Develop and implement record keeping training and awareness programs; |
| | Undertake disaster preparedness to ensure identification and management of vital records. |

IPSWICH CITY COUNCIL | Record Keeping Policy

| General Managers, Branch Managers, Section Managers and Supervisors | Ensure employees under their supervision are aware of their record keeping responsibilities and undertake training to ensure records are created and managed appropriately; Ensure that their business area captures and controls records |
|--|--|
| | in an appropriate way; |
| | Ensure that their business area complies with this policy. |
| All councillors and | Create records of their business activities; |
| employees | Capture records in an appropriate way; |
| | Ensure records are kept for the required retention period in accordance with an authorised retention and disposal schedule; |
| | Secure records from unauthorised access; |
| | Comply with this policy. |

7. Key Stakeholders

N/A

8. Monitoring and Evaluation

Council recognises that strong records management is a responsive process centred on continuous improvement. The Information and Knowledge Management Officer will monitor the organisation's record keeping maturity by utilising the Queensland State Archives' Recordkeeping Maturity Assessment Tool (the Tool). The Tool has been designed to enable agencies to take full advantage of records and information and achieve their strategic goals more efficiently and effectively.

The Tool describes five levels of maturity along with performance indicators for each level. Council will use the tool to determine the organisation's current maturity and to guide improvements. This Policy will be reviewed annually and updated to reflect the Council's growing information and knowledge management capabilities and better practice recordkeeping improvements achieved.

9. Definitions

Council Employee: for the purposes of this policy a council employee is the Chief Executive Officer (CEO), a senior executive who reports directly to the CEO, and staff appointed by the Chief Executive Officer under section 196(3) of the *Local Government Act 2009*, a permanent, temporary, casual or part-time employee, manager, supervisor, team leader, team member or individual, contractor, consultant, agency casual, contingent worker or council volunteer.

IPSWICH CITY COUNCIL | Record Keeping Policy

10. Policy Owner

The General Manager (Corporate Services) is the policy owner and the Corporate Governance Manager is responsible for authoring and reviewing this policy.



PUBLIC INTEREST DISCLOSURE POLICY

Version: 2

Document No: A5235999

1.1 Objectives:

By complying with the Public Interest Disclosure Act 2010 (the Act), Ipswich City Council (Council) will:

- promote the public interest by facilitating public interest disclosures (PIDs) of wrongdoing
- · ensure that PIDs are properly assessed and, where appropriate, properly investigated and dealt with
- · ensure appropriate consideration is given to the interests of persons who are the subject of a PID
- ensure protection from reprisal is afforded to persons making PIDs.

As required under the Act, the Chief Executive Officer (CEO) will implement procedures to ensure that:

- any public officer who makes a PID is given appropriate support
- PIDs made to Council are properly assessed and, where appropriate, properly investigated and dealt with
- appropriate action is taken in relation to any wrongdoing which is the subject of a PID
- a management program for PIDs made to Council, consistent with the standard issued by the Queensland Ombudsman, is developed and implemented
- public officers who make PIDs are offered protection from reprisal by Council or other public officers of Council.

Council's Public Interest Disclosure Policy, Management Plan and Procedure are available for public viewing at www.ipswich.qld.gov.au. The Public Interest Disclosure Policy, Management Plan and Procedure will be reviewed annually and updated as required to ensure it meets the requirements of the Act and the standards issued by the Queensland Ombudsman (QO).

1.2 Regulatory Authority:

CCC Fraud and Corruption Best Practice Guide

Crime and Corruption Act 2001

Local Government Act 2009

Ombudsman Act 2001

Public Interest Disclosure Act 2010

Public Records Act 2002

Public Sector Ethics Act 1994

Queensland Ombudsman Public Interest Disclosure Standards

Council's Complaint Management Policy

Employee Code of Conduct

Councillor Code of Conduct

Council's Enterprise Risk Management Policy

Reporting and Investigating Suspected Missing, Stolen or Maliciously Damaged Council Property or Asset and Corrupt Conduct Procedure

1.3 Policy Statement:

Council is committed to fostering an ethical, transparent culture. In pursuit of this, Council values the disclosure of information about suspected wrongdoing in the public sector so that it can be properly assessed and, if necessary, appropriately investigated. Council will provide support to an employee or others who make disclosures about matters in the public interest. This Policy demonstrates this commitment and ensures that practical and effective procedures are implemented which comply with the requirements of the Act.

1.4 PID Management Program

The CEO has overall responsibility for ensuring that Council develops, implements and maintains a PID management program. The Council PID management program encompasses:

- · commitment to encouraging the internal reporting of wrongdoing
- senior management endorsement of the value to Council of PIDs and the proper management of PIDs
- · a communication strategy to raise awareness among employees about PIDs and Council's PID policy
- inclusion of PID Awareness in employee Induction Program
- a training strategy to give employees access to training, (during Induction and ongoing during their employment at Council), about how to make a PID, information on the support available to a discloser, and advice on how PIDs will be managed
- specialist training and awareness about PIDs for senior management and other staff who may receive or manage PIDs, disclosers or workplace issues relating to PIDs
- the appointment of a specialist officer/unit to be responsible for issues related to the management of PIDs
- ensuring effective systems and procedures are in place so that issues and outcomes from PIDs inform improvements to service delivery, business processes and internal controls
- quarterly reporting to Council on the management, de-identified outcomes and learnings
- annual review in November of each calendar year of the Public Interest Disclosure Policy and evaluation of the effectiveness of the PID management program

1.5 Roles and responsibilities:

The CEO has designated the following roles and responsibilities for managing PIDs within Council:

| Role: | Responsibilities: | Officer: |
|-----------------|---|------------------------------------|
| PID Coordinator | principal contact for PID | Ethical Standards Manager |
| | issues within Council | 07 3810 6798 |
| | document and manage | Email - |
| | implementation of PID | Jamie. Townsend@ipswich.qld.gov.au |
| | management program | |
| | review and update PID | |
| | policy annually | |
| | maintain and update | |

| П | T | 1 |
|-----------------------|---|--|
| | internal records of PIDs received report data on PIDs to Queensland Ombudsman assess PIDs received, provide acknowledgment of receipt of PID to discloser undertake risk assessments in consultation with disclosers and other relevant officers liaise with other agencies about referral of PIDs allocate Investigator and Support Officer to PID matter provide advice and information to discloser on Council PID policy provide personal support and referral to other sources of advice or support as required facilitate updates on progress of investigation proactively contact discloser throughout PID management process | |
| | on Council PID policy | |
| | provide personal support and referral to other sources of advice or support as required facilitate updates on progress of investigation proactively contact | |
| | | |
| PID Support Person | provide advice and information to discloser on Council's PID procedure | Title Phone Email |
| | provide personal support and referral to other sources of advice or support as required | |
| | facilitate updates on progress of investigation proactively contact discloser throughout PID management process | |
| Investigator | conduct investigation of information in PID in accordance with terms of reference | An appropriate internal or external investigator will be appointed for each PID investigated depending upon the type of disclosure and |

Page 3

| | prepare report for delegated decision- maker | other relevant considerations. | |
|-----------------------------|---|--|--|
| Delegated decision-maker | review investigation report and determine whether alleged wrongdoing is substantiated | An appropriate decision-maker will be appointed for each PID investigated. | |

1.6 Why make a PID?

Employees who are prepared to speak up about public sector misconduct, wastage of public funds, suspected unlawful activity or danger to health, safety or the environment can be the most important sources of information to identify and address problems in public sector administration. Council supports the disclosure of information about wrongdoing because:

- implementing systems for reporting and dealing with wrongdoing contributes to the integrity of Council
- the outcomes of PIDs can include improvements to systems that prevent fraud and other economic loss to Council.
- the community's trust in public administration is strengthened by having strong processes in place for reporting wrongdoing.

When making a PID the discloser receives the protections provided under the PID Act, including:

- confidentiality the discloser's name and other identifying information will be protected to the extent possible
- protection against reprisal the discloser is protected from unfair treatment by Council and employees of Council as a result of making the PID
- immunity from liability the discloser cannot be prosecuted for disclosing the information but is not exempt from action if they have engaged in wrongdoing
- protection from defamation the discloser has a defence against an accusation of defamation by any subject officer.

1.7 What is a Public Interest Disclosure?

Under the PID Act, any person can make a disclosure about a:

- substantial and specific danger to the health or safety of a person with a disability
- commission of an offence or contravention of a condition imposed under a provision of legislation mentioned in Schedule 2 of the PID Act, if the offence or contravention would be a substantial and specific danger to the environment
- reprisal because of a belief that a person has made, or intends to make a disclosure.

In addition, public sector officers can make a disclosure about the following public interest matters:

- corrupt conduct
- maladministration that adversely affects a person's interests in a substantial and specific way

- · a substantial misuse of public resources
- a substantial and specific danger to public health or safety
- substantial and specific danger to the environment.

A discloser can have either a 'reasonable belief' that wrongdoing has occurred, or provide evidence which tends to show the wrongdoing has occurred.

A disclosure amounts to a PID and is covered by the PID Act even if the:

- discloser reports the information as part of their duties such as an auditor reporting a fraud or an occupational health and safety officer reporting a safety breach
- disclosure is made anonymously the discloser is not required to give their name or any identifying information
- discloser has not identified the material as a PID it is up to Council to assess information received and decide if it is a PID
- disclosure is unsubstantiated following investigation the discloser is protected when the
 information they provide is assessed as a PID, whether or not it is subsequently investigated or found
 to be substantiated.

1.8 Who can a PID be disclosed to?

A PID must be made to the 'proper authority' to receive disclosures of the type being made. Disclosers are encouraged to make a disclosure to an appropriate officer of Council first. If the matter is not resolved, or the discloser is concerned about confidentiality, the disclosure may be made to another appropriate agency.

| Who to contact within Ipswich City Council: | Other agencies that can receive PIDs: |
|---|---|
| Any person (including employees) can make a disclosure to: | Disclosures can be made to an agency that has a responsibility for investigating the information disclosed: |
| any person in a supervisory or management position the People and Culture Branch the Chief Executive Officer or CEO's delegate the Ethical Standards Manager the Chief Audit Executive During the period of the Interim Administrator being appointed to the Ipswich City Council, the | Crime and Corruption Commission (CCC) for disclosures about corrupt conduct including reprisal Queensland Ombudsman for disclosures about maladministration Queensland Audit Office for disclosures about a substantial misuse of resources Department of Child Safety, Youth and Women for disclosures about danger to the health or safety of a child or young person with a disability Department of Communities, Disability Services and Seniors for disclosures about danger to the health or safety of a person with a disability Office of the Public Guardian for disclosures about danger to the health or safety of a person with a disability |
| Interim Administrator or a member of the Interim | Department of Environment and Science disclosures about danger to the environment |

| Management Committee | A Member of the Legislative Assembly (MP) for any wrongdoing or danger | |
|----------------------|---|--|
| | The Chief Judicial Officer of a court or tribunal in relation to a disclosure about wrongdoing by a judicial officer. | |

A disclosure can also be made to a journalist if the following conditions have been met:

- a valid PID was initially made to a proper authority, and
- · the proper authority:
 - · decided not to investigate or deal with the disclosure, or
 - · investigated the disclosure but did not recommend taking any action, or
 - failed to notify the discloser within six months of making the disclosure whether or not the disclosure was to be investigated or otherwise dealt with.

A person who makes a disclosure to a journalist in these circumstances is protected under the PID Act. However, disclosers should be aware that journalists are not bound under the confidentiality provisions of section 65 of the PID Act.

1.9 How to make a PID

A discloser can make a PID in any way, including anonymously, either verbally or in writing. To assist in the assessment, and any subsequent investigation of a PID, disclosers are requested to:

- provide contact details (this could be an email address that is created for the purpose of making the disclosure or a telephone number)
- provide as much information as possible about the suspected wrongdoing, including:
 - who was involved
 - · what happened
 - when it happened
 - · where it happened
 - · whether there were any witnesses, and if so who they are
 - any evidence that supports the PID, and where the evidence is located
 - · any further information that could help investigate the PID
 - provide this information in writing.

Note: A discloser does not need to identify their concern as a PID. The PID Coordinator will determine if the information provided meets the criteria of a PID.

1.10 Deciding whether a matter is a PID

If there is any doubt as to whether a matter is a PID, further information may be obtained to inform the decision. If doubt still remains, the matter will be considered and managed as a PID.

Mere disagreements over policy do not meet the threshold for a PID under the PID Act.

It is an offence under the PID Act to intentionally give false or misleading information intending it be acted on as a PID. Employees may be subject to disciplinary action for intentionally giving false or

misleading information in a PID, or during an investigation into a PID.

Where a discloser states they are making a PID, but it is assessed that the matter is not a PID Council will advise the discloser:

- that their information has been received but was not assessed as a PID
- the reasons for the decision
- the review rights available if the discloser is dissatisfied with the decision and how to request
- review
- any action Council proposes to take in relation to the matter
- · any other options the discloser has in relation to the matter.

1.11 Assessing a PID

The disclosure will be assessed in accordance with the PID Act, the PID Standards, Council's Public Interest Disclosure Policy and any other relevant procedure(s). The PID Coordinator will when necessary utilise the Queensland Ombudsman's Guides such as:

- Guidance on assessing the risk of reprisal
- PID Assessment Guide
- PID Risk Assessment Guide

Once the matter has been assessed as a PID, Council will advise the discloser:

- that their information has been received and assessed as a PID
- the action to be taken by Council in relation to the disclosure, which could include referring the matter to an external agency, or investigating
- · the likely timeframe involved
- the name and contact details of the Council support officer they can contact for updates or advice
- of the discloser's obligations regarding confidentiality
- the protections the discloser has under the PID Act
- the commitment of Council to keep appropriate records and maintain confidentiality, except where permitted under the PID Act
- · how updates regarding intended actions and outcomes will be provided to the discloser
- contact details for the Council Employee Assistance Program.

If the PID has been made anonymously and the discloser has not provided any contact details Council will not be able to acknowledge the PID or provide any updates.

Upon receiving a PID, Council will conduct a risk assessment (refer section 1.17 - Additional resources from the Queensland Ombudsman's Website) to assess the likelihood of the discloser suffering reprisal action as a result of having made the disclosure. This assessment will take into account the actual and reasonably perceived risk of the discloser suffering detriment, and will include consultation with the discloser.

Consistent with the assessed level of risk, Council will arrange any reasonably necessary support or protection for the discloser.

1.12 Referring a PID

If Council decides there is another proper authority that is better able to deal with the PID, the PID may be referred to that agency. This may be because:

- the PID concerns wrongdoing by that agency or an employee of that agency
- the agency has the power to investigate or remedy the matter.

Before referring the PID to another agency, Council will conduct a risk assessment, and will not proceed with the referral if there is an unacceptable risk of reprisal.

It may also be necessary to refer the PID to another agency because of a legislative obligation, for example, refer a matter to the Crime and Corruption Commission where there is a reasonable suspicion that the matter involves or may involve corrupt conduct (as required by section 38 of the <u>Crime and Corruption Act 2001</u>).

The confidentiality obligations of the PID Act permit appropriate officers of Council to communicate with another agency about the referral of a PID. Officers will exercise discretion in their contacts with any other agency.

The discloser will be advised of the action taken by Council.

1.13 Risk assessment and protection from reprisal

Disclosers should not suffer any form of detriment as a result of making a PID. Upon receiving a PID, Council will conduct a risk assessment to assess the likelihood of the discloser (or witnesses or affected third parties) suffering reprisal action as a result of having made the disclosure. This assessment will take into account the actual and reasonably perceived risk of the discloser (or witnesses or affected third parties) suffering detriment, and will include consultation with the discloser.

A risk assessment will be undertaken if the discloser is anonymous on the basis of information available in the PID. The risk assessment will also take into account the risk to persons who may be suspected of making the PID.

Consistent with the assessed level of risk, Council will develop and implement a risk management plan and arrange any reasonably necessary support or protection for the discloser (or witnesses or affected third parties).

Council will regularly reassess the risk of reprisal while the PID is being managed, in consultation with the discloser, and review the risk management plan if required.

In the event of reprisal action being alleged or suspected, Council will:

- attend to the safety of the disclosure (or witnesses or affected third parties) as a matter of priority
- review its risk assessment, risk management plan and any protective measures needed to mitigate any further risk of reprisal
- manage any allegation of a reprisal as a PID in its own right.

1.14 Declining to take action on a PID

Under the PID Act, Council may decide not to investigate or deal with a PID in various circumstances, including:

- the information disclosed has already been investigated or dealt with by another process
- the information disclosed should be dealt with by another process
- the age of the information makes it impractical to investigate
- the information disclosed is too trivial and dealing with it would substantially and unreasonably divert Council from the performance of its functions
- another agency with jurisdiction to investigate the information has informed Council that an investigation is not warranted.

If a decision is made not to investigate or deal with a PID Council will give the discloser written reasons for that decision.

If the discloser is dissatisfied with the decision they can request a review by writing to the CEO of Ipswich City Council within 28 days of receiving the written reasons for decision.

1.15 Investigating a PID

If a decision is made to investigate a PID, this will be done with consideration for the:

- · principles of natural justice
- obligation under the PID Act to protect confidential information
- obligation under the PID Act to protect officers from reprisal
- interests of subject officers.

If as a result of investigation, the information about wrongdoing provided in the PID is substantiated, appropriate action will be taken.

Where the investigation does not substantiate wrongdoing, Council will review systems, policies and procedures to identify whether there are improvements that can be made and consider if staff training is required.

1.16 Organisational Support for disclosers

Disclosers should not suffer any form of detriment as a result of making a PID. In the event of reprisal action being alleged or suspected, Council will:

- attend to the safety of disclosers or affected third parties as a matter of priority
- review its risk assessment and any protective measures needed to mitigate any further risk of reprisal
- · manage any allegation of a reprisal as a PID in its own right.

Details about disclosures, investigations, and related decisions will be kept secure and accessible only to the people involved in the management of the PID. Council will ensure that communication with all parties involved will be arranged discreetly to avoid identifying the discloser wherever possible.

While Council will make every attempt to protect confidentiality, a discloser's identity may need to be disclosed to:

- provide natural justice to subject officers
- respond to a court order, legal directive or court proceedings.

Disclosers should be aware that while Council will make every attempt to keep their details confidential, it cannot guarantee that others will not try to deduce their identity. Information and support will be provided to the discloser until the matter is finalised.

Making a PID does not prevent reasonable management action. That means that the discloser will be continue to be managed in accordance with normal, fair and reasonable management practices during and after the handling of the PID.

1.17 Rights of subject officers

Council acknowledges that for officers who are the subject of a PID the experience may be stressful. Council will protect their rights by:

- assuring them that the PID will be dealt with impartially, fairly and reasonably in accordance with the principles of natural justice
- confirming that the PID is an allegation only until information or evidence obtained through an investigation substantiates the allegation
- providing them with information about their rights and the progress and outcome of any investigation
- referring them to the Employee Assistance Program for support.

Information and support will be provided to a subject officer until the matter is finalised.

1.18 Record-keeping

In accordance with its obligations under the PID Act and the <u>Public Records Act 2002</u>, Council will ensure that:

- accurate data is collected about the receipt and management of PIDs
- anonymised data is reported to the Office of the Queensland Ombudsman in their role as the oversight agency, through the PID reporting database. Such anonymised data being:
 - the date the disclosure was received, and where it was received from
 - the status of the discloser (e.g. entity staff, staff from another entity, member of the public, anonymous)
 - the gender and status of the subject officer (staff member, non-staff member)
 - the relationship between the discloser and the subject officer
 - the location of the subject officer (geographical region)
 - a summary of the allegation/information received
 - the involvement of an external agency/party
 - the action taken to minimise any risk of reprisal
 - date inquiry/investigation commenced and completed

- · the outcome of the assessment, inquiry/investigation
- · the date the PID was resolved or closed
- when the outcome was advised to the discloser
- if no action was taken, the reason for the decision
- other legal processes associated with the disclosure

Records about disclosures, investigations, and related decisions will be kept secure and accessible only to appropriately authorised people involved in the management of the PID.

1.19 Additional resources from the Queensland Ombudsman's Website

Public Interest Disclosure Video

This video has been produced for the information of all public sector employees and gives an overview of their rights and responsibilities under the *Public Interest Disclosure Act 2010*.

Fact Sheets:

What is a Public Interest Disclosure?

How to make a public interest disclosure

Discloser information and support

A checklist for making a public interest disclosure

The Ombudsman's role in a public interest disclosure

Guidance on assessing the risk of reprisal

PID Assessment Guide

PID Risk Assessment Guide

1.20 Definitions:

| Terminology | Definition |
|--------------------------|---|
| Administrative action | (a) means any action about a matter of administration, including, for example: i a decision and an act; and ii a failure to make a decision or do an act, including a failure to provide a written statement of reasons for a decision; and iii the formulation of a proposal or intention; and iv the making of a recommendation, including a |
| | recommendation made to a Minister; and v an action taken because of a recommendation made to a Minister; and (b) does not include an operational action of a police officer or of an officer of the Crime and Corruption Commission. |
| Confidential information | (a) includes — (i) information about the identity, occupation, residential or work address or whereabouts of a person — I. who makes a public interest disclosure; or II. against whom a public interest disclosure has been made; and |
| | (ii) information disclosed by a public interest disclosure; |

| Corrupt conduct | and (iii) information about an individual's personal affairs; and (iv) information that, if disclosed, may cause detriment to a person; and (b) does not include information publicly disclosed in a public interest disclosure made to a court, tribunal or other entity that may receive evidence under oath, unless further disclosure of the information is prohibited by law. As defined in section 15 of the Crime and Corruption Act 2001: (1) Corrupt conduct means conduct of a person, regardless of whether the person holds or held an appointment, that— (a) adversely affects, or could adversely affect, directly or indirectly, the performance of functions or the exercise of |
|-----------------|--|
| | powers of— (i) unit of public administration; or (ii) person holding an appointment; and (b) results, or could result, directly or indirectly, in the performance of functions or the exercise of powers mentioned in paragraph (a) in a way that— (i) is not honest or is not impartial; or (ii) involves a breach of the trust placed in a person holding an appointment, either knowingly or recklessly; or (iii) involves a misuse of information or material acquired in or in connection with the performance of functions or the exercise of powers of a person holding an appointment; and (c) would, if proved, be— (i) criminal offence; or (ii) disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or were the holder of an appointment. |
| | (2) Corrupt conduct also means conduct of a person, regardless of whether the person holds or held an appointment, that— (a) impairs, or could impair, public confidence in public administration; and (b) involves, or could involve, any of the following— (i) collusive tendering; (ii) fraud relating to an application for a licence, permit or other authority under an Act with a purpose or object of any of the following (however described)— (A) protecting health or safety of persons; (B) protecting the environment; (C) protecting or managing the use of the State's natural, cultural, mining or energy resources; |
| | (iii) dishonestly obtaining, or helping someone to dishonestly obtain, a benefit from the payment or application of public funds or the disposition of |

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| | State assets; (iv) evading a State tax, levy or duty or otherwise fraudulently causing a loss of State revenue; (v) fraudulently obtaining or retaining an appointment; and (c) would, if proved, be— (i) criminal offence; or (ii) disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or were the holder of an appointment. |
|---------------|---|
| Detriment | includes — (a) personal injury or prejudice to safety; and (b) property damage or loss; and (c) intimidation or harassment; and (d) adverse discrimination, disadvantage or adverse treatment about career, profession, employment, trade or business; and (e) financial loss; and (f) damage to reputation, including, for example, personal, professional or business reputation. |
| Disability | As defined in section 11 of the Disability Services Act 2006, for the purposes of this policy: (1) A disability is a person's condition that— (a) is attributable to— (i) an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment; or (ii) a combination of impairments mentioned in subparagraph (i); and |
| | (b) results in— (i) a substantial reduction of the person's capacity for communication, social interaction, learning, mobility or self-care or management; and (ii) the person needing support. (2) For subsection (1), the impairment may result from an acquired brain injury. (3) The disability must be permanent or likely to be permanent. (4) The disability may be, but need not be, of a chronic episodic nature. |
| Discloser | A person who makes a disclosure in accordance with the Public Interest Disclosure Act 2010. |
| Employee | Of an entity, includes a person engaged by the entity under a contract of service. |
| Investigation | For the purposes of this procedure, investigation includes any enquiry undertaken to establish whether the information provided in a PID can be substantiated, including a review or audit. |

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| Journalist | A person engaged in the occupation of writing or editing material intended for publication in the print or electronic news media. |
|------------------------|--|
| Maladministration | As defined in schedule 4 of the Public Interest Disclosure Act 2010, maladministration is administrative action that— |
| | a) was taken contrary to law; or b) was unreasonable, unjust, oppressive, or improperly discriminatory; or c) was in accordance with a rule of law or a provision of an Act or a practice that is or may be unreasonable, unjust, oppressive, or improperly discriminatory in the particular circumstances; or d) was taken— (i) for an improper purpose; or (ii) on irrelevant grounds; or (iii) having regard to irrelevant considerations; or e) was an action for which reasons should have been given, but were not given; or f) was based wholly or partly on a mistake of law or fact; or g) was wrong. |
| Natural justice | Natural justice, also referred to as 'procedural fairness' applies to any decision that can affect the rights, interests or expectations of individuals in a direct or immediate way. Natural justice is at law a safeguard applying to an individual whose rights or interests are being affected. |
| | The rules of natural justice, which have been developed to ensure that decision-making is fair and reasonable, are: avoid bias; and give a fair hearing act only on the basis of logically probative evidence. |
| Organisational support | For the purposes of this policy, organisational support means actions such as, but not limited to: |
| | providing moral and emotional support advising disclosers about agency resources available to handle any concerns they have as a result of making their disclosure appointing a mentor, confidente or other support officer to assist the discloser through the process referring the discloser to the agency's Employee Assistance Program or arranging for other professional |
| | counselling • generating support for the discloser in their work unit where appropriate • ensuring that any suspicions of victimisation or |

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| Proper authority | harassment are dealt with maintaining contact with the discloser negotiating with the discloser and their support officer a formal end to their involvement with the support program when it is agreed that they no longer need assistance. A person or organisation that is authorised under the Public |
|------------------------------|---|
| | Interest Disclosure Act 2010 to receive disclosures. |
| Public officer | A public officer, of a public sector entity, is an employee, member or officer of the entity. |
| Reasonable belief | A view which is objectively fair or sensible. |
| Reasonable management action | Action taken by a manager in relation to an employee, includes any of the following taken by the manager— (a) a reasonable appraisal of the employee's work performance; (b) a reasonable requirement that the employee undertake counselling; (c) a reasonable suspension of the employee from the employment workplace; (d) a reasonable disciplinary action; (e) a reasonable action to transfer or deploy the employee; (f) a reasonable action to end the employee's employment by way of redundancy or retrenchment; (g) a reasonable action in relation to an action mentioned in paragraphs (a) to (f); (h) a reasonable action in relation to the employee's failure to obtain a promotion, reclassification, transfer or benefit, or to retain a benefit, in relation to the employee's employment. |
| Reprisal | The term 'reprisal' is defined under the Public Interest Disclosure Act 2010 as causing, attempting to cause or conspiring to cause detriment to another person in the belief that they or someone else: • has made or intends to make a disclosure; or • has been or intends to be involved in a proceeding under the disclosure Act against any person. Reprisal under the Public Interest Disclosure Act 2010 is a criminal offence and investigations may be undertaken by the Queensland Police Service. |
| Subject officer | An officer who is the subject of allegations of wrongdoing made in a disclosure. |
| Substantial and specific | Substantial means 'of a significant or considerable degree'. It must be more than trivial or minimal and have some weight or importance. |

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Specific means "precise or particular". This refers to conduct or detriment that is able to be identified or particularised as opposed to broad or general concerns or criticisms.

Date of Council Resolution: 21 May 2019

Committee Reference and Date: Governance Committee No. 2019(05) of 14 May 2019

No. of Resolution: 01

Date to be reviewed: 21 May 2021

Date of Council Resolution: 4 December 2018

Committee Reference and Date: Governance Committee No. 2018(02) of 27 November 2018

No. of Resolution: 07

Date to be reviewed: 4 December 2020



IPSWICH CITY COUNCIL

Public Interest Disclosure Policy

| Version Control and Objective ID | Version No: | Objective ID: |
|----------------------------------|-------------|---------------|
| Approved by Council on | ТВА | |
| Date of Review | ТВА | |

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IPSWICH CITY COUNCIL | Public Interest Disclosure Policy

1. Statement

Council is committed to fostering an ethical, transparent culture. In pursuit of this, Council values the disclosure of information about suspected wrongdoing in the public sector so that it can be properly assessed and, if necessary, appropriately investigated. Council will provide support to an employee or others who make disclosures about matters in the public interest. This Policy demonstrates this commitment and ensures that practical and effective procedures are implemented which comply with the requirements of the Act.

2. Purpose and Principles

By complying with the Public Interest Disclosure Act 2010 (the Act), Ipswich City Council (Council) will:

- promote the public interest by facilitating public interest disclosures (PIDs) of wrongdoing;
- ensure that PIDs are properly assessed and, where appropriate, properly investigated and dealt with;
- ensure appropriate consideration is given to the interests of persons who are the subject of a PID;
- ensure protection from reprisal is afforded to persons making PIDs.

As required under the Act, the Chief Executive Officer (CEO) will implement procedures to ensure that:

- · any public officer who makes a PID is given appropriate support;
- PIDs made to Council are properly assessed and, where appropriate, properly investigated and dealt with;
- appropriate action is taken in relation to any wrongdoing which is the subject of a PID;
- a management program for PIDs made to Council, consistent with the standard issued by the Queensland Ombudsman, is developed and implemented;
- public officers who make PIDs are offered protection from reprisal by Council or other public officers of Council.

Council's Public Interest Disclosure Policy, Management Plan and Procedure are available for public viewing at www.ipswich.qld.gov.au. The Public Interest Disclosure Policy, Management Plan and Procedure will be reviewed annually and updated as required to ensure it meets the requirements of the Act and the standards issued by the Queensland Ombudsman (QO).

Strategic Plan Links

This policy relates to:

- · Caring for the Community
- Listening, Leading and Financial Management

IPSWICH CITY COUNCIL | Public Interest Disclosure Policy

4. Regulatory Authority

Crime and Corruption Act 2001

Local Government Act 2009

Ombudsman Act 2001

Public Interest Disclosure Act 2010 Public Records Act 2002

Public Sector Ethics Act 1994

CCC Fraud and Corruption Best Practice Guide

Queensland Ombudsman Public Interest Disclosure Standards

Council's Complaint Management Policy

Employee Code of Conduct

Councillor Code of Conduct

Council's Enterprise Risk Management Policy

Reporting and Investigating Suspected Missing, Stolen or Maliciously Damaged Council Property or Asset and Corrupt Conduct Procedure

Corrupt Conduct Procedure

Scope

The CEO has overall responsibility for ensuring that Council develops, implements and maintains a PID management program. The Council PID management program encompasses:

- · commitment to encouraging the internal reporting of wrongdoing;
- senior management endorsement of the value to Council of PIDs and the proper management of PIDs;
- a communication strategy to raise awareness among employees about PIDs and Council's PID policy;
- inclusion of PID Awareness in employee Induction Program;
- a training strategy to give employees access to training, (during Induction and ongoing during their employment at Council), about how to make a PID, information on the support available to a discloser, and advice on how PIDs will be managed;
- specialist training and awareness about PIDs for senior management and other staff who
 may receive or manage PIDs, disclosers or workplace issues relating to PIDs;
- the appointment of a specialist officer/unit to be responsible for issues related to the management of PIDs;
- ensuring effective systems and procedures are in place so that issues and outcomes from PIDs inform improvements to service delivery, business processes and internal controls;
- quarterly reporting to Council on the management, de-identified outcomes and learnings;
- annual review in November of each calendar year of the Public Interest Disclosure Policy and evaluation of the effectiveness of the PID management program.

IPSWICH CITY COUNCIL | Public Interest Disclosure Policy

6. Roles and Responsibilities

The CEO has designated the following roles and responsibilities for managing PIDs within Council:

| Role | Responsibilities | Officer |
|-----------------|---|---|
| PID Coordinator | principal contact for PID issues within | Ethical Standards Manager |
| | Council; | 07 3810 6798 |
| | • document and manage implementation of | Email - |
| | PID management program; | Jamie.Townsend@ipswich.qld.gov.au |
| | review and update PID policy annually; | |
| | maintain and update; | |
| | internal records of PIDs received; | |
| | report data on PIDs to Queensland | |
| | Ombudsman; | |
| | assess PIDs received, provide | |
| | acknowledgment of receipt of PID to | |
| | discloser; | |
| | undertake risk assessments in | |
| | consultation with disclosers and other | |
| | relevant officers; | |
| | liaise with other agencies about referral of PIDs; | |
| | allocate Investigator and Support Officer box 200 months. | |
| | to PID matter; • provide advice and information to | |
| | discloser on Council PID policy; | |
| | • provide personal support and referral to | |
| | other sources of advice or support as | |
| | required; | |
| | • facilitate updates on progress of | |
| | investigation; | |
| | proactively contact discloser throughout | |
| | PID management process. | |
| PID Support | • provide advice and information to | TBA |
| Person | discloser on Council's PID procedure; | |
| | • provide personal support and referral to | |
| | other sources of advice or support as | |
| | required; | |
| | • facilitate updates on progress of | |
| | investigation; | |
| | proactively contact discloser throughout | |
| I | PID management process. | TD 4 |
| Investigator | conduct investigation of information in PID in accordance with terms of | TBA |
| | | An appropriate internal or external |
| | reference; | investigator will be appointed for each PID investigated depending upon |
| | prepare report for delegated decision- | each Fib investigated depending upon |

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| Role | Responsibilities | Officer |
|-----------------------------|--|--|
| | maker. | the type of disclosure and other relevant considerations. |
| Delegated decision-maker | review investigation report and determine whether alleged wrongdoing is substantiated. | An appropriate decision-maker will be appointed for each PID investigated. |

7. Key Stakeholders

The following will be consulted during the review process:

- Legal and Governance Branch
- CEO's Office
- All General Managers
- Manager, People and Culture

8. What is a Public Interest Disclosure?

Under the PID Act, any person can make a disclosure about a:

- substantial and specific danger to the health or safety of a person with a disability;
- commission of an offence or contravention of a condition imposed under a provision of legislation mentioned in Schedule 2 of the PID Act, if the offence or contravention would be a substantial and specific danger to the environment;
- reprisal because of a belief that a person has made, or intends to make a disclosure.

In addition, public sector officers can make a disclosure about the following public interest matters:

- · corrupt conduct;
- maladministration that adversely affects a person's interests in a substantial and specific way;
- a substantial misuse of public resources;
- · a substantial and specific danger to public health or safety;
- · substantial and specific danger to the environment;
- A discloser can have either a 'reasonable belief' that wrongdoing has occurred, or provide evidence which tends to show the wrongdoing has occurred.

A disclosure amounts to a PID and is covered by the PID Act even if the:

- discloser reports the information as part of their duties such as an auditor reporting a
 fraud or an occupational health and safety officer reporting a safety breach;
- disclosure is made anonymously the discloser is not required to give their name or any identifying information;
- discloser has not identified the material as a PID it is up to Council to assess information received and decide if it is a PID;

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disclosure is unsubstantiated following investigation – the discloser is protected when the
information they provide is assessed as a PID, whether or not it is subsequently
investigated or found to be substantiated.

9. Why make a Public Interest Disclosure?

Employees who are prepared to speak up about public sector misconduct, wastage of public funds, suspected unlawful activity or danger to health, safety or the environment can be the most important sources of information to identify and address problems in public sector administration. Council supports the disclosure of information about wrongdoing because:

- implementing systems for reporting and dealing with wrongdoing contributes to the integrity of Council;
- the outcomes of PIDs can include improvements to systems that prevent fraud and other economic loss to Council;
- the community's trust in public administration is strengthened by having strong processes in place for reporting wrongdoing.

When making a PID the discloser receives the protections provided under the PID Act, including:

- confidentiality the discloser's name and other identifying information will be protected to the extent possible;
- protection against reprisal the discloser is protected from unfair treatment by Council
 and employees of Council as a result of making the PID;
- immunity from liability the discloser cannot be prosecuted for disclosing the information but is not exempt from action if they have engaged in wrongdoing;
- protection from defamation the discloser has a defence against an accusation of defamation by any subject officer.

10. Who can a PID be disclosed to?

A PID must be made to the 'proper authority' to receive disclosures of the type being made. Disclosers are encouraged to make a disclosure to an appropriate officer of Council first. If the matter is not resolved, or the discloser is concerned about confidentiality, the disclosure may be made to another appropriate agency.

| Who to contact within Ipswich City Council: | Other agencies that can receive PIDs: | |
|---|--|--|
| Any person (including employees) can make | Disclosures can be made to an agency that | |
| a disclosure to: | has a responsibility for investigating the | |
| any person in a supervisory or | information disclosed: | |
| management position; | Crime and Corruption Commission (CCC) | |
| the People and Culture Branch; | for disclosures about corrupt conduct | |
| the Chief Executive Officer or CEO's | including reprisal; | |
| delegate; | Queensland Ombudsman for disclosures | |
| the Ethical Standards Manager; | about maladministration; | |
| the Chief Audit Executive; | Queensland Audit Office for disclosures | |
| During the period of the Interim | about a substantial misuse of resources; | |

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| Who to contact within Ipswich City Council: | Other agencies that can receive PIDs: |
|---|--|
| Administrator being appointed to the Ipswich City Council, the Interim Administrator or a member of the Interim Management Committee. | Department of Child Safety, Youth and Women for disclosures about danger to the health or safety of a child or young person with a disability Department of Communities; Disability Services and Seniors for disclosures about danger to the health or safety of a person with a disability; Office of the Public Guardian for disclosures about danger to the health or safety of a person with a disability; Department of Environment and Science disclosures about danger to the environment; A Member of the Legislative Assembly (MP) for any wrongdoing or danger; The Chief Judicial Officer of a court or tribunal in relation to a disclosure about wrongdoing by a judicial officer. |

A disclosure can also be made to a journalist if the following conditions have been met:

- · a valid PID was initially made to a proper authority, and
- · the proper authority:
- · decided not to investigate or deal with the disclosure, or
- · investigated the disclosure but did not recommend taking any action, or
- failed to notify the discloser within six months of making the disclosure whether or not the disclosure was to be investigated or otherwise dealt with.

A person who makes a disclosure to a journalist in these circumstances is protected under the PID Act. However, disclosers should be aware that journalists are not bound under the confidentiality provisions of section 65 of the PID Act.

11. How to make a PID?

A discloser can make a PID in any way, including anonymously, either verbally or in writing. To assist in the assessment, and any subsequent investigation of a PID, disclosers are requested to:

- provide contact details (this could be an email address that is created for the purpose of making the disclosure or a telephone number);
- · provide as much information as possible about the suspected wrongdoing, including:
 - who was involved;
 - what happened;
 - · when it happened;

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- · where it happened;
- · whether there were any witnesses, and if so who they are;
- any evidence that supports the PID, and where the evidence is located;
- any further information that could help investigate the PID;
- · provide this information in writing.

Note: A discloser does not need to identify their concern as a PID. The PID Coordinator will determine if the information provided meets the criteria of a PID.

12. Deciding whether a matter is a PID

If there is any doubt as to whether a matter is a PID, further information may be obtained to inform the decision. If doubt still remains, the matter will be considered and managed as a PID.

Mere disagreements over policy do not meet the threshold for a PID under the PID Act.

It is an offence under the PID Act to intentionally give false or misleading information intending it be acted on as a PID. Employees may be subject to disciplinary action for intentionally giving false or misleading information in a PID, or during an investigation into a PID.

Where a discloser states they are making a PID, but it is assessed that the matter is not a PID Council will advise the discloser:

- that their information has been received but was not assessed as a PID;
- · the reasons for the decision;
- the review rights available if the discloser is dissatisfied with the decision and how to request;
- review;
- any action Council proposes to take in relation to the matter;
- any other options the discloser has in relation to the matter.

13. Assessing a PID

The disclosure will be assessed in accordance with the PID Act, the PID Standards, Council's Public Interest Disclosure Policy and any other relevant procedure(s). The PID Coordinator will, when necessary, utilise guidelines provided by the Queensland Ombudsman which can be found on their website at www.ombudsman.qld.gov.au

Once the matter has been assessed as a PID, Council will advise the discloser:

- · that their information has been received and assessed as a PID;
- the action to be taken by Council in relation to the disclosure, which could include referring the matter to an external agency, or investigating;
- · the likely timeframe involved;
- the name and contact details of the Council support officer they can contact for updates or advice;

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- · of the discloser's obligations regarding confidentiality;
- the protections the discloser has under the PID Act;
- the commitment of Council to keep appropriate records and maintain confidentiality, except where permitted under the PID Act;
- · how updates regarding intended actions and outcomes will be provided to the discloser;
- contact details for the Council Employee Assistance Program.

If the PID has been made anonymously and the discloser has not provided any contact details Council will not be able to acknowledge the PID or provide any updates.

Upon receiving a PID, Council will conduct a risk assessment (refer section 22 - Additional resources from the Queensland Ombudsman's Website) to assess the likelihood of the discloser suffering reprisal action as a result of having made the disclosure. This assessment will take into account the actual and reasonably perceived risk of the discloser suffering detriment, and will include consultation with the discloser.

Consistent with the assessed level of risk, Council will arrange any reasonably necessary support or protection for the discloser.

14. Referring a PID

If Council decides there is another proper authority that is better able to deal with the PID, the PID may be referred to that agency. This may be because:

- · the PID concerns wrongdoing by that agency or an employee of that agency;
- the agency has the power to investigate or remedy the matter.

Before referring the PID to another agency, Council will conduct a risk assessment, and will not proceed with the referral if there is an unacceptable risk of reprisal.

It may also be necessary to refer the PID to another agency because of a legislative obligation, for example, refer a matter to the Crime and Corruption Commission where there is a reasonable suspicion that the matter involves or may involve corrupt conduct (as required by section 38 of the *Crime and Corruption Act 2001*).

The confidentiality obligations of the PID Act permit appropriate officers of Council to communicate with another agency about the referral of a PID. Officers will exercise discretion in their contacts with any other agency.

The discloser will be advised of the action taken by Council.

15. Risk assessment and protection from reprisal

Disclosers should not suffer any form of detriment as a result of making a PID. Upon receiving a PID, Council will conduct a risk assessment to assess the likelihood of the discloser (or witnesses or affected third parties) suffering reprisal action as a result of having made the disclosure. This assessment will take into account the actual and reasonably perceived risk of the discloser (or witnesses or affected third parties) suffering detriment, and will include consultation with the discloser.

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A risk assessment will be undertaken if the discloser is anonymous on the basis of information available in the PID. The risk assessment will also take into account the risk to persons who may be suspected of making the PID.

Consistent with the assessed level of risk, Council will develop and implement a risk management plan and arrange any reasonably necessary support or protection for the discloser (or witnesses or affected third parties).

Council will regularly reassess the risk of reprisal while the PID is being managed, in consultation with the discloser, and review the risk management plan if required.

In the event of reprisal action being alleged or suspected, Council will:

- attend to the safety of the disclosure (or witnesses or affected third parties) as a matter of priority;
- review its risk assessment, risk management plan and any protective measures needed to mitigate any further risk of reprisal;
- manage any allegation of a reprisal as a PID in its own right.

16. Declining to take action on a PID

Under the PID Act, Council may decide not to investigate or deal with a PID in various circumstances, including:

- the information disclosed has already been investigated or dealt with by another process;
- · the information disclosed should be dealt with by another process;
- · the age of the information makes it impractical to investigate;
- the information disclosed is too trivial and dealing with it would substantially and unreasonably divert Council from the performance of its functions;
- another agency with jurisdiction to investigate the information has informed Council that an investigation is not warranted.

If a decision is made not to investigate or deal with a PID Council will give the discloser written reasons for that decision.

If the discloser is dissatisfied with the decision they can request a review by writing to the CEO of Ipswich City Council within 28 days of receiving the written reasons for decision.

17. Investigating a PID

If a decision is made to investigate a PID, this will be done with consideration for the:

- · principles of natural justice;
- · obligation under the PID Act to protect confidential information;
- · obligation under the PID Act to protect officers from reprisal;
- interests of subject officers.

If as a result of investigation, the information about wrongdoing provided in the PID is substantiated, appropriate action will be taken.

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Where the investigation does not substantiate wrongdoing, Council will review systems, policies and procedures to identify whether there are improvements that can be made and consider if staff training is required.

18. Organisational Support for disclosers

Disclosers should not suffer any form of detriment as a result of making a PID. In the event of reprisal action being alleged or suspected, Council will:

- attend to the safety of disclosers or affected third parties as a matter of priority;
- review its risk assessment and any protective measures needed to mitigate any further risk of reprisal;
- manage any allegation of a reprisal as a PID in its own right.

Details about disclosures, investigations, and related decisions will be kept secure and accessible only to the people involved in the management of the PID. Council will ensure that communication with all parties involved will be arranged discreetly to avoid identifying the discloser wherever possible.

While Council will make every attempt to protect confidentiality, a discloser's identity may need to be disclosed to:

- · provide natural justice to subject officers;
- · respond to a court order, legal directive or court proceedings.

Disclosers should be aware that while Council will make every attempt to keep their details confidential, it cannot guarantee that others will not try to deduce their identity. Information and support will be provided to the discloser until the matter is finalised.

Making a PID does not prevent reasonable management action. That means that the discloser will be continue to be managed in accordance with normal, fair and reasonable management practices during and after the handling of the PID.

19. Rights of subject officers

Council acknowledges that for officers who are the subject of a PID the experience may be stressful. Council will protect their rights by:

- assuring them that the PID will be dealt with impartially, fairly and reasonably in accordance with the principles of natural justice;
- confirming that the PID is an allegation only until information or evidence obtained through an investigation substantiates the allegation;
- providing them with information about their rights and the progress and outcome of any investigation;
- referring them to the Employee Assistance Program for support.;

Information and support will be provided to a subject officer until the matter is finalised.

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20. Monitoring and Evaluation

In accordance with its obligations under the PID Act and the *Public Records Act 2002*, Council will ensure that:

- · accurate data is collected about the receipt and management of PIDs;
- anonymised data is reported to the Office of the Queensland Ombudsman in their role as the oversight agency, through the PID reporting database. Such anonymised data being:
 - the date the disclosure was received, and where it was received from;
 - the status of the discloser (e.g. entity staff, staff from another entity, member of the public, anonymous);
 - the gender and status of the subject officer (staff member, non-staff member);
 - the relationship between the discloser and the subject officer;
 - the location of the subject officer (geographical region);
 - a summary of the allegation/information received;
 - the involvement of an external agency/party;
 - the action taken to minimise any risk of reprisal;
 - date inquiry/investigation commenced and completed;
 - the outcome of the assessment, inquiry/investigation;
 - the date the PID was resolved or closed;
 - when the outcome was advised to the discloser;
 - if no action was taken, the reason for the decision;
 - other legal processes associated with the disclosure.

Records about disclosures, investigations, and related decisions will be kept secure and accessible only to appropriately authorised people involved in the management of the PID.

21. Policy Owner

The General Manager (Corporate Services) is the policy owner and the Corporate Governance Manager is responsible for authoring and reviewing this policy.

22. Additional resources from the Queensland Ombudsman's Website

Public Interest Disclosure Video

What is a Public Interest Disclosure?

How to make a Public Interest Disclosure

Discloser Information and Support

A checklist for making a Public Interest Disclosure

The Ombudsman's Role in a Public Interest Disclosure

Public Interest Disclosure Assessment Resources

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23. Definitions

| Terminology | Definition | | |
|----------------|---|--|--|
| Administrative | (a) means any action about a matter of administration, including, for example: | | |
| Action | i. a decision and an act; and | | |
| | ii. a failure to make a decision or do an act, including a failure to provide a | | |
| | written statement of reasons for a decision; and | | |
| | iii. the formulation of a proposal or intention; and | | |
| | iv. the making of a recommendation, including a recommendation made to a Minister; and | | |
| | v. an action taken because of a recommendation made to a Minister; and | | |
| | (b) does not include an operational action of a police officer or of an officer of the | | |
| | Crime and Corruption Commission. | | |
| Confidential | (a) includes — | | |
| information | (i) information about the identity, occupation, residential or work address or | | |
| | whereabouts of a person — | | |
| | I. who makes a public interest disclosure; or | | |
| | II. against whom a public interest disclosure has been made; and | | |
| | (ii) information disclosed by a public interest disclosure; | | |
| | and | | |
| | (iii) information about an individual's personal affairs; and | | |
| | (iv) information that, if disclosed, may cause detriment to a person; and | | |
| | (b) does not include information publicly disclosed in a public interest disclosure | | |
| | made to a court, tribunal or other entity that may receive evidence under oath, | | |
| | unless further disclosure of the information is prohibited by law. | | |
| Corrupt | As defined in section 15 of the Crime and Corruption Act 2001: | | |
| Conduct | (1) Corrupt conduct means conduct of a person, regardless of whether the person | | |
| | holds or held an appointment, that— | | |
| | (a) adversely affects, or could adversely affect, directly or indirectly, the | | |
| | performance of functions or the exercise of powers of— | | |
| | (i) unit of public administration; or | | |
| | (ii) person holding an appointment; and | | |
| | (b) results, or could result, directly or indirectly, in the performance of functions or the exercise of powers mentioned in paragraph (a) in a way that— | | |
| | (i) is not honest or is not impartial; or | | |
| | (ii) involves a breach of the trust placed in a person holding an appointment, either knowingly or recklessly; or | | |
| | (iii) involves a misuse of information or material acquired in or in connection | | |
| | with the performance of functions or the exercise of powers of a person holding | | |
| | an appointment; and | | |
| | (c) would, if proved, be— | | |
| | (i) criminal offence; or | | |
| | (ii) disciplinary breach providing reasonable grounds for terminating the | | |
| | person's services, if the person is or were the holder of an appointment. | | |
| | (2) Corrupt conduct also means conduct of a person, regardless of whether the | | |
| | person holds or held an appointment, that— | | |
| | (a) impairs, or could impair, public confidence in public administration; and | | |
| | (a) impairs, or could impair, public confidence in public administration, and | | |

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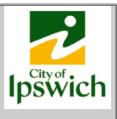
| Terminology | Definition | | |
|-------------|---|--|--|
| | (b) involves, or could involve, any of the following— | | |
| | (i) collusive tendering; | | |
| | (ii) fraud relating to an application for a licence, permit or other authority under | | |
| | an Act with a purpose or object of any of the following (however described)— | | |
| | (A) protecting health or safety of persons; | | |
| | (B) protecting the environment;(C) protecting or managing the use of the State's natural, cultural, mining energy resources; | | |
| | | | |
| | | | |
| | (iii) dishonestly obtaining, or helping someone to dishonestly obtain, a benefrom the payment or application of public funds or the disposition of | | |
| | State assets; | | |
| | (iv) evading a State tax, levy or duty or otherwise fraudulently causing a loss of | | |
| | State revenue; | | |
| | (v) fraudulently obtaining or retaining an appointment; and | | |
| | (c) would, if proved, be— | | |
| | (i) criminal offence; or | | |
| | (ii) disciplinary breach providing reasonable grounds for terminating the | | |
| | person's services, if the person is or were the holder of an appointment. | | |
| Detriment | includes – | | |
| | (a) personal injury or prejudice to safety; and | | |
| | (b) property damage or loss; and | | |
| | (c) intimidation or harassment; and | | |
| | (d) adverse discrimination, disadvantage or adverse treatment about career, | | |
| | profession, employment, trade or business; and | | |
| | (e) financial loss; and | | |
| | (f) damage to reputation, including, for example, personal, professional or business | | |
| | reputation. | | |
| Disability | As defined in section 11 of the Disability Services Act 2006, for the purposes | | |
| | of this policy: | | |
| | (1) A disability is a person's condition that— | | |
| | (a) is attributable to— | | |
| | (i) an intellectual, psychiatric, cognitive, neurological, sensory or | | |
| | physical impairment; or | | |
| | (ii) a combination of impairments mentioned in subparagraph (i); and | | |
| | (b) results in— | | |
| | (i) a substantial reduction of the person's capacity for communication, | | |
| | social interaction, learning, mobility or self-care or management; and | | |
| | (ii) the person needing support. | | |
| | (2) For subsection (1), the impairment may result from an acquired brain | | |
| | injury. | | |
| | (3) The disability must be permanent or likely to be permanent. | | |
| Diselesse | (4) The disability may be, but need not be, of a chronic episodic nature. | | |
| Discloser | A person who makes a disclosure in accordance with the Public Interest Disclosure Act 2010. | | |
| Employee | Of an entity, includes a person engaged by the entity under a contract of service. | | |

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| Terminology | Definition | |
|------------------------|---|--|
| Investigation | For the purposes of this procedure, investigation includes any enquiry undertaken to establish whether the information provided in a PID can be substantiated, | |
| Journalist | including a review or audit. A person engaged in the occupation of writing or editing material intended for publication in the print or electronic news media. | |
| Mal- administration | As defined in schedule 4 of the Public Interest Disclosure Act 2010, maladministration is administrative action that— | |
| aummistration | a) was taken contrary to law; or | |
| | b) was unreasonable, unjust, oppressive, or improperly discriminatory; or c) was in accordance with a rule of law or a provision of an Act or a practice that is or may be unreasonable, unjust, oppressive, or improperly discriminatory in the particular circumstances; or | |
| | d) was taken— (i) for an improper purpose; or | |
| | (ii) on irrelevant grounds; or (iii) having regard to irrelevant considerations; or | |
| | e) was an action for which reasons should have been given, but were not given; or f) was based wholly or partly on a mistake of law or fact; or g) was wrong. | |
| Natural justice | Natural justice, also referred to as 'procedural fairness' applies to any decision that can affect the rights, interests or expectations of individuals in a direct or immediate way. Natural justice is at law a safeguard applying to an individual whose rights or interests are being affected. | |
| | The rules of natural justice, which have been developed to ensure that decision-making is fair and reasonable, are: | |
| | • avoid bias; and | |
| | give a fair hearing act only on the basis of logically probative evidence. | |
| Organisational support | For the purposes of this policy, organisational support means actions such as, but not limited to: | |
| | providing moral and emotional support advising disclosers about agency resources available to handle any concerns they have as a result of making their disclosure | |
| | appointing a mentor, confidante or other support officer to assist the discloser through the process | |
| | • referring the discloser to the agency's Employee Assistance Program or arranging for other professional counselling | |
| | generating support for the discloser in their work unit where appropriate ensuring that any suspicions of victimisation or | |
| | harassment are dealt with maintaining contact with the discloser | |
| | negotiating with the discloser and their support officer a formal end to their involvement with the support program when it is agreed that they no longer need | |
| Proper | assistance. A person or organisation that is authorised under the Public Interest Disclosure Act | |

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| Terminology | Definition | |
|------------------------------------|--|--|
| authority | 2010 to receive disclosures. | |
| Public officer | A public officer, of a public sector entity, is an employee, member or officer of the entity. | |
| Reasonable belief | A view which is objectively fair or sensible. | |
| Reasonable management action | Action taken by a manager in relation to an employee, includes any of the following taken by the manager— (a) a reasonable appraisal of the employee's work performance; (b) a reasonable requirement that the employee undertake counselling; (c) a reasonable suspension of the employee from the employment workplace; (d) a reasonable disciplinary action; (e) a reasonable action to transfer or deploy the employee; (f) a reasonable action to end the employee's employment by way of redundancy or retrenchment; (g) a reasonable action in relation to an action mentioned in paragraphs (a) to (f); (h) a reasonable action in relation to the employee's failure to obtain a promotion, reclassification, transfer or benefit, or to retain a benefit, in relation to the employee's employment. | |
| Reprisal | The term 'reprisal' is defined under the Public Interest Disclosure Act 2010 as causing, attempting to cause or conspiring to cause detriment to another person in the belief that they or someone else: • has made or intends to make a disclosure; or • has been or intends to be involved in a proceeding under the disclosure Act against any person. Reprisal under the Public Interest Disclosure Act 2010 is a criminal offence and investigations may be undertaken by the Queensland Police Service. | |
| Subject officer | An officer who is the subject of allegations of wrongdoing made in a disclosure. | |
| Substantial and specific | Substantial means 'of a significant or considerable degree'. It must be more than trivial or minimal and have some weight or importance. Specific means "precise or particular". This refers to conduct or detriment that is able to be identified or particularised as opposed to broad or general concerns or criticisms. | |



Confidentiality Policy

Document Number: A3749421

Policy Author: Legal Services and Corporate Services Branches, Finance and Corporate Services Department.

Objectives:

This policy aims to assist Councillors and Council employees in determining what might be considered confidential information and how this information is to be handled in accordance with the *Local Government Act 2009*.

Related links:

- Section 171(3) Local Government Act 2009 Use of information by councillors
- Section 200(5) Local Government Act 2009 Use of information by local government employees
- Right to Information Act 2009
- Information Privacy Act 2009
- Ipswich City Council Code of Conduct for Employees

Scope:

This policy applies to all Councillors and Council employees.

Policy Statement:

Councillors and Council employees must use Council information in a way that promotes and maintains the public's trust and confidence in the integrity of the local government and complies with the use of information as stated in the *Local Government Act 2009*.

Council operates in an environment of public accountability in which it seeks to inform the public of issues under consideration and the nature of decisions made by Council. Therefore, information should ordinarily be released to the public unless there are compelling reasons which indicate that this is not in the public interest.

It is accepted that Councillors and Council employees will be in receipt of confidential information. It is Council's responsibility to ensure that such information is treated confidentially, so as not to harm, prejudice or compromise the interests of Council or any individual or organisation, or enable any individual or organisation to gain a financial advantage.

The following types of information may be deemed to be confidential to Council by the Chief Executive Officer or by the Council and shall remain so unless the originator or Council resolve to the contrary:

- Commercial in confidence information including where the release of information would affect a company's competitive advantage; this is particularly relevant in a competitive tender situation
- Information derived from government departments or ministers that has been classified as confidential by the department or a minister
- · Information of a personal nature or about personal affairs, for example the personal details of

1 of 1

councillors or council employees

- Information relating to a property disposal or acquisition process where release of the information may prejudice Council
- Financial and legal analysis where the disclosure of that information may compromise Council or someone else
- Information relating to clients of Council
- Information not owned or controlled by Council
- Information that could result in any action being taken in relation to defamation
- Information involving legal advice to Council or a legal issue or a matter before the courts
- Information that is expressly given to Councillors in confidence
- Information about:
 - · the appointment, dismissal or discipline of employees
 - industrial matters affecting employees
 - the local government's budget
 - rating concessions
 - contracts proposed to be made by the local government
 - · starting or defending legal proceedings involving the local government
 - any action to be taken by the local government under the *Sustainable Planning Act* 2009, including deciding applications made to it under that Act.

It is acknowledged that some of the above types of information may need to be disclosed from time to time for legal proceedings or in accordance with the *Right to Information Act 2009* or *Information Privacy Act 2009*.

Roles and responsibilities:

Maintenance of this policy will be designated to the Corporate Services Branch, Finance and Corporate Services Department.

Policy Amended: 3 June 2016

Date of Council resolution: 20 September 2011

Committee reference and date: Policy and Administration Board No. 2011(07) of 6 September 2011

- City Management and Finance Committee No. 2011(09) of 13 September 2011

No of resolution: 1

Date to be reviewed: 3 June 2018



| Version Control and Objective ID | Version No: | Objective ID: |
|----------------------------------|-------------|---------------|
| Approved by Council on | | |
| Date of Review | | |

1. Statement

This policy aims to assist Councillors and Council employees in determining what might be considered confidential information and how this information is to be handled in accordance with the *Local Government Act 2009*.

2. Purpose and Principles

Councillors and Council employees must use Council information in a way that promotes and maintains the public's trust and confidence in the integrity of the local government and complies with the use of information as stated in the *Local Government Act 2009*.

Council operates in an environment of public accountability in which it seeks to inform the public of issues under consideration and the nature of decisions made by Council. Therefore, information should ordinarily be released to the public unless there are compelling reasons which indicate that this is not in the public interest.

It is accepted that Councillors and Council employees will be in receipt of confidential information. It is Council's responsibility to ensure that such information is treated confidentially, so as not to harm, prejudice or compromise the interests of Council or any individual or organisation, or enable any individual or organisation to gain a financial advantage.

The following types of information may be deemed to be confidential to Council by the Chief Executive Officer or by the Council and shall remain so unless the originator or Council resolve to the contrary:

- Commercial in confidence information including where the release of information would affect a company's competitive advantage; this is particularly relevant in a competitive tender situation;
- Information derived from government departments or ministers that has been classified as confidential by the department or a minister;
- Information of a personal nature or about personal affairs, for example the personal details of councillors or council employees;
- Information relating to a property disposal or acquisition process where release of the information may prejudice Council;
- Financial and legal analysis where the disclosure of that information may compromise Council or someone else;

IPSWICH CITY COUNCIL | Confidentiality Policy

- · Information relating to clients of Council;
- Information not owned or controlled by Council;
- Information that could result in any action being taken in relation to defamation;
- Information involving legal advice to Council or a legal issue or a matter before the courts;
- · Information that is expressly given to Councillors in confidence;
- Information about:
 - the appointment, dismissal or discipline of employees;
 - industrial matters affecting employees;
 - the local government's budget;
 - rating concessions;
 - contracts proposed to be made by the local government;
 - starting or defending legal proceedings involving the local government;
 - any action to be taken by the local government under the Sustainable Planning Act
 2009, including deciding applications made to it under that Act.

It is acknowledged that some of the above types of information may need to be disclosed from time to time for legal proceedings or in accordance with the *Right to Information Act* 2009 or *Information Privacy Act* 2009.

3. Strategic Plan Links

This policy relates to:

• Listening, Leading and Financial Management

4. Regulatory Authority

- Section 171(3) Local Government Act 2009 Use of information by councillors
- Section 200(5) Local Government Act 2009 Use of information by local government employees
- Right to Information Act 2009
- Information Privacy Act 2009
- Ipswich City Council Code of Conduct for Employees
- Councillor Code of Conduct
- Council's Complaints Management Framework
- Council's Complaints Management Policy

5. Scope

This policy applies to all councillors, council staff, contractors and others that act on Council's behalf to ensure they work in accordance with the policy principles and in accordance with the relevant legislation.

IPSWICH CITY COUNCIL | Confidentiality Policy

6. Roles and Responsibilities

All Councillors and Council employees are bound by the provisions of this Policy in addition to all other obligations under relevant Legislation, Regulations and Council documents including those outlined in Clause 4 above.

7. Key Stakeholders

N/A

8. Monitoring and Evaluation

In accordance with Council's Complaints Management Framework complaints regarding breaches of confidentiality and the complaint management process and its investigation will be captured and maintained in Council's EDRMs (Objective). These records will include:

- · Correspondence sent and received;
- · Evidence of the process used to consider the complaint;
- · Records of meetings, telephone conversations and interviews;
- Findings from the investigation;
- Recommendations and approvals.

The CEO and GMs will be provided regular de-identified reports on the effectiveness of maintaining confidentiality and management of confidentiality complaints across the organisation. Reports will be presented to Council quarterly and to the Risk and Governance Committee.

Report data will inform business improvements and training needs for Councillors and employees in maintaining confidentiality.

9. Definitions

N/A

10. Policy Owner

The General Manager (Corporate Services) is the policy owner and the Corporate Governance Manager is responsible for authoring and reviewing this policy.



RATES CONCESSION POLICY

Document No: A4241069

1.1 Objectives: The objective of this policy is to describe the criteria that determine which properties council may consider eligible for a rates concession and how an application for concession is processed and administered over time.

1.2 Regulatory Authority:

Local Government Act 2009, Chapter 4 Rates and Charges, Part 10 Concessions Local Government Regulation 2012, Chapter 4 Rates and Charges, Part 10 Concessions Australian Charities and Not-for-profits Commission

Charities Act 2013 (Commonwealth)

Charitable Funds Act 1958 (Queensland)

Office of Fair Trading Queensland, Associations, Charities and Not for Profits

1.3 Policy Statement:

The Rates Concession Policy shall be applied in accordance with Council's Revenue Policy and Budget and Rating Resolutions with the result that eligible property owners undertaking specified activities at the property receive a concession on their rates.

1.4 Scope:

The core matters addressed by the policy include which type of entities or landowners are eligible to be considered for a concession and the types of activities being conducted at the property that could be determined as qualifying for a concession.

This policy does not consider the concessions applicable for pensioners as the Pensioner Remission of Rates Policy deals with such matters.

This policy does not consider whether land is eligible to be exempt from rating, such determinations are made by reference to the appropriate legislation.

Eligible Property Owners

Property owners that are eligible to be considered for a concession:

- · Charities; or
- Incorporated Associations and Not for Profit Organisations; or
- Property Owners that are natural persons suffering hardship,

For a property owner to be granted a concession by Council, they must not only be an eligible property owner but Council must be satisfied that activities being conducted on the property or services being delivered from the property are consistent with activities described as eligible for a concession.

Eligible Activities at the property

Eligible activities or services delivered at the property considered eligible to be considered for a concession.

| Eligible Property Owner | Eligible Activities or Services Delivered at the property |
|--|--|
| Charities | The relief of those in need by reason of youth, age, ill- heath, disability, financial hardship or other disadvantage; or |
| | The preservation, restoration or maintenance of structures or places of cultural, environmental, historic, heritage or scientific significance to the Ipswich City Council local government area; or To promote or assist in the promotion of providing educational, training or information aimed at youth development or leisure opportunities; or The assistance or encouragement for the arts or cultural development; or The provision of early childhood care and are affiliated with the Crèche and Kindergarten Association or is a |
| | community based early childhood provider. |
| Incorporated Associations and Not for Profit Organisations | The relief of those in need by reason of youth, age, illheath, disability, financial hardship or other disadvantage; or The preservation, restoration or maintenance of structures or places of cultural, environmental, historic, heritage or scientific significance to the Ipswich City Council local government area; or The assistance or encouragement for the arts or cultural development; or The provision of early childhood care and are affiliated with the Crèche and Kindergarten Association or is a community based early childhood provider; or The provision of facilities for the conduct of amateur sport or recreational activities subject to any revenue from licensed premises, entrance fees or membership fees being deemed incidental to the main activity of conducting the sporting or recreational activities. |
| Property Owners suffering hardship | Property is owner occupied: and Hardship status is confirmed by a financial assessment of the property owner's circumstances. |

| Concession applicable if Council resolves to allow concession | | |
|---|---|--|
| Eligible Property Owner | Concession | |
| Charities | General Rates Concession of 100% | |
| Incorporated | General Rates Concession of 100% | |
| Associations and Not for | | |
| Profit Organisations | | |
| Property Owners | Deferral of liability to pay rates for 6 months. | |
| suffering hardship | Rates will still accrue over this period to be paid after the | |
| | deferral period of 6 months. | |

1.5 Roles and responsibilities:

Council Officers in the Rating and Billing Team respond to enquiries and process applications for Concessions in accordance with Policy and Procedure. For approved concessions they make the necessary adjustments to the rates levied.

Divisional Councillors are consulted at the time of application before a recommendation is made to Council if the property the subject of the application is within their Electoral Division.

Council, Recommendations for Concessions are presented to Council and do not take effect until Council has resolved to grant the concession.

Council, reviews concessions annually and makes a resolution each financial year of the concessions to be applied.

Chief Financial Officer has overall responsibility for delivery of the objectives and compliance with the legislation, Policy and Procedures.

1.6 Definitions:

Charity as defined by reference to the Australian Charities and Not-for-profits Commission, Charities Act 2013 (Commonwealth), Charitable Funds Act 1958 (Queensland) and the Office of Fair Trading Queensland published information concerning: Associations, Charities and Not for Profits organisations.

A Not for Profit or Incorporated Organisation is an organisations that incorporates in its objectives and constitution that it does not make a profit which is distributed to the directors or principals but is only distributed for the purpose of the continued operation of the organisation. Such an organisation is usually currently registered with the Australian Charities and Not for Profits Commission and the Office of Fair Trading Queensland.

Property owner suffering hardship is a natural person that can demonstrate that payment of rates within the prescribed time period will or has affected the well being of one or more individuals residing at the property in such a way as to constitute an unreasonable outcome based on present community standards.

1.7 Policy Author:

Strategic Client Office Manager is responsible for maintaining of this policy.

Date of Council Resolution: 27 June 2017

Committee Reference and Date: City Management, Finance and Community Engagement

Board No. 2017(06) of 20 June 2017

No. of Resolution: 4

Date to be reviewed: 27 June 2019



| Version Control and Objective ID | Version No: | Objective ID: |
|----------------------------------|-------------|---------------|
| Approved by Council on | | |
| Date of Review | | |

1. Statement

The Rates Concession Policy shall be applied in accordance with Council's Revenue Policy and Budget and Rating Resolutions with the result that eligible property owners undertaking specified activities at the property receive a concession on their rates.

2. Purpose and Principles

The objective of this policy is to describe the criteria that determine which properties council may consider eligible for a rates concession and how an application of concession is processed and administered over time.

3. Strategic Plan Links

This policy relates to:

• Listening, Leading and Financial Management

4. Regulatory Authority

Local Government Act 2009, Chapter 4 Rates and Charges, Part 10 Concessions

Local Government Regulation 2012, Chapter 4 Rates and Charges, Part 10 Concessions

Australian Charities and Not-for-profits Commission

Charities Act 2013 (Commonwealth)

Charitable Funds Act 1958 (Queensland)

Office of Fair Trading Queensland, Associations, Charities and Not for Profits

5. Scope

The core matters addressed by the policy include which type of entities or landowners are eligible to be considered for a concession and the types of activities being conducted at the property that could be determined as qualifying for a concession.

This policy does not consider the concessions applicable for pensioners as the Pensioner Remission of Rates Policy deals with such matters.

This policy does not consider whether land is eligible to be exempt from rating, such determinations are made by reference to the appropriate legislation.

Eligible Property Owners

Property owners that are eligible to be considered for a concession:

IPSWICH CITY COUNCIL | Name of Policy

- Charities; or
- Incorporated Associations and Not for Profit Organisations; or
- Property Owners that are natural persons suffering hardship,

For a property owner to be granted a concession by Council, they must not only be an eligible property owner but Council must be satisfied that activities being conducted on the property or services being delivered from the property are consistent with activities described as eligible for a concession.

Eligible Activities at the property

Eligible activities or services delivered at the property considered eligible to be considered for a concession.

| Eligible Property Owner | Eligible Activities or Services Delivered at the property |
|--|---|
| Charities | The relief of those in need by reason of youth, age, ill-heath, disability, financial hardship or other disadvantage; or The preservation, restoration or maintenance of structures or places of cultural, environmental, historic, heritage or scientific significance to the Ipswich City Council local government area; or To promote or assist in the promotion of providing educational, training or information aimed at youth development or leisure opportunities; or The assistance or encouragement for the arts or cultural development; or The provision of early childhood care and are affiliated with the Crèche and Kindergarten Association or is a community based early childhood provider. |
| Incorporated Associations and Not for Profit Organisations | The relief of those in need by reason of youth, age, ill-heath, disability, financial hardship or other disadvantage; or The preservation, restoration or maintenance of structures or places of cultural, environmental, historic, heritage or scientific significance to the Ipswich City Council local government area; or The assistance or encouragement for the arts or cultural development; or The provision of early childhood care and are affiliated with the Crèche and Kindergarten Association or is a community based early childhood provider; or The provision of facilities for the conduct of amateur sport or recreational activities subject to any revenue from licensed premises, entrance fees or membership fees being deemed incidental to the main activity of conducting the sporting or recreational activities. |

IPSWICH CITY COUNCIL | Name of Policy

| Property Owners | Property is owner occupied: and |
|--------------------|---|
| suffering hardship | • Hardship status is confirmed by a financial assessment of the |
| | property owner's circumstances. |

Concession applicable if Council resolves to allow concession

| Eligible Property Owner | Concession |
|--|--|
| Charities | General Rates Concession of 100% |
| Incorporated Associations and Not for Profit Organisations | General Rates Concession of 100% |
| Property Owners suffering hardship | Deferral of liability to pay rates for 6 months. Rates will still accrue over this period to be paid after the deferral period of 6 months. |

6. Roles and Responsibilities

The General Manager (Corporate Services) has overall responsibility for the delivery of the objectives of this policy, including compliance with all relevant legislation.

7. Guidelines

The Rating and Billing Team of Corporate Services Department is responsible for the management of enquiries and the processing of new applications. After assessment of an application, if it is considered that it meets all the criteria to be successful, a team member is required to prepare a report for consideration by Council. Final approval of all applications requires a Council resolution before the rates concession is implemented.

An annual review, at the end of the financial year, is undertaken on all current rates concessions. The outcomes of the annual review are to be collated into a report for Council consideration for the continuation of the concession for the next financial year.

The Rating and Billing team will communicate the decision of Council for:

- All new applications;
- All customers with a current rates concession following the annual review.

All adjustments to the rates levied will be managed by the team.

Key Stakeholders

Identify stakeholders (Council Departments and Branches) that may be impacted by this policy - consider who would need to be notified if the policy changed.

E.g The following will be consulted during the review process:

Legal and Governance Branch

IPSWICH CITY COUNCIL | Name of Policy

If there are no positions identified as key stakeholders in the review process — 'Not Applicable' can be listed.

8. Monitoring and Evaluation

Identify specific measures that will determine the success and effectiveness of the policy. This may require data collection during policy implementation to inform the evaluation process.

Example measures include:

- Broad staff participation in training that builds understanding and adoption of policy
- Reduction in complaints about access to council facilities, open space, programs and services
- Increased funding for accessible infrastructure and/or inclusion initiatives

9. Definitions

Charity as defined by reference to the Australian Charities and Not-for-profits Commission, Charities Act 2013 (Commonwealth), Charitable Funds Act 1958 (Queensland) and the Office of Fair Trading Queensland published information concerning: Associations, Charities and Not for Profits organisations.

A Not for Profit or Incorporated Organisation is an organisations that incorporates in its objectives and constitution that it does not make a profit which is distributed to the directors or principals but is only distributed for the purpose of the continued operation of the organisation. Such an organisation is usually currently registered with the Australian Charities and Not for Profits Commission and the Office of Fair Trading Queensland.

Property owner suffering hardship is a natural person that can demonstrate that payment of rates within the prescribed time period will or has affected the well being of one or more individuals residing at the property in such a way as to constitute an unreasonable outcome based on present community standards.

10. Policy Owner

The General Manager (Corporate Services) is the policy owner and the Finance Manager is responsible for authoring and reviewing this policy.



PENSIONER REMISSION OF RATES POLICY

DOCUMENT NO: A3750698

1.1 Objectives:

The objective of this policy is to provide officers with a guide to determine which pensioners are eligible for a remission on their rates and how to administer that remission over time.

1.2 Regulatory Authority:

Chapter 4 Rates and Charges, Part 10 Concessions of the Local Government Regulation 2012

Retirement Village Act 1999, Manufactured Homes (Residential Parks) Act 2003. Ipswich City Council Budget and Rating Resolutions each financial year Revenue Policy

Revenue Statement

1.3 Policy Statement:

The Pensioner Remission of Rates shall be applied in accordance with Council's Revenue Policy and Budget and Rating Resolutions with the result that eligible pensioners receive a remission on their rates and charges.

1.4 Scope:

The core matter addressed by this policy is to define the eligibility requirements to receive the remission or concession.

A. QUALIFYING PENSIONS

Remission of part of the General Rate as determined by Council from time to time may be granted to owners in receipt of:

Age Pension.

Wife Pension.

Widow B Pension.

Disability Support Pension.

Parenting Payment Single.

Carer Payment.

War Widow(er)'s Pension.

Service Pension.

Disability Pension.

B. CONDITIONS

The rate of pension received by any registered owner as shown on the rate record must be the maximum payable for the type of pension received.

Provided all other conditions are met, the proportion of remission applicable to an assessment, where not all owners meet the requirements of this clause, will be equal to the proportion of the property that the qualified owner or owners own.

Subject to evidence satisfactory to the Council, a life tenant of property shall, for the purposes of this policy, be deemed to be the registered owner.

Life tenancy must be created by:

- (i) The last valid will of a deceased owner; or
- (ii) By an order of the Family Court.

A remission may be granted only on the property which is the principal or sole residence of the applicant. Unless otherwise determined by Council, a remission may be granted where the applicant is temporarily residing away from the premises.

The granting of a remission in respect of a pensioner who is in receipt of a pension which is not income-tested is subject to the production of evidence satisfactory to the Council that any additional income would not preclude the pensioner from receiving the maximum Age pension if he/she were an applicant for such pension.

The granting of a remission in respect of a pensioner who is in receipt of a part Australian pension and a part pension from an overseas country is subject to evidence satisfactory to the Council that the sum of the overseas pension and any additional income would not preclude the pensioner from receiving the maximum Age pension if he/she were an applicant for such pension.

Where a pensioner who is in receipt of a part pension and was in receipt of a remission of rates under this Policy, such remission may continue provided the pensioner's total earnings from all sources (including any pensions) do not exceed, by more than 25%, the total of the maximum Australian pension (including pharmaceutical allowance) plus permissible earnings for a pensioner on maximum rate pension.

C. APPLICATIONS

First application for pension remission of rates must be made on the application form provided. Proof of pension paid must be in the form of a current advice from the pension paying authority provided at the time of application. Proof of pension received must be in the form of an eligible pension card and current advice from the pension paying authority.

For subsequent years confirmation of ongoing entitlement shall be in the form of advice provided by the pension paying authority unless the pension paying authority does not confirm the rate of payment at the maximum rate.

A pensioner who submits an eligible application is entitled to a remission calculated on a pro-rata basis from the date of application to the end of the quarter. The pro-rata adjustment will only apply for the quarter in which the application is made and is not retrospective to a prior quarter. However, where there are extenuating circumstances, Council Remission may be backdated to a maximum of the current year plus the two previous years.

D. Transitional Provision

Notwithstanding C Applications, Council also provisions for pensioners who previously qualified for the extended discount concession under the previous Moreton Shire Council Policy and who would if it were not for this section no longer qualify for remission under the new policy, grant a remission of rates equivalent to the amount of discount which would otherwise be allowed provided the rates and property related debts are paid in full by the due date of the fourth quarter's rate notice and provided the owners are eligible for the state government subsidy.

E. RETIREMENT VILLAGES, MOBILE HOME VILLAGES OR OTHER SIMILAR FACILITY

A remission may be granted to a resident of a retirement village, mobile home village or other similar residential facility approved by Council, subject to the applicant meeting the eligibility criteria and conditions defined in this policy and the owner of the land or their agent:-

- providing proof to Council that the facility meets the appropriate guidelines in accordance with associated legislation including Retirement Village Act 1999, Manufactured Homes (Residential Parks) Act 2003.
- providing proof that the applicant is the owner of the residential unit or holds tenure in perpetuity or a similar agreement approved by Council.
- confirming that the residential unit is the applicant's principle place of residence.
- completing the appropriate documentation that binds the owner to pass on the remission to the successful applicant.

Remission will be calculated as 30% of the general rate applicable to each residential unit where an eligible pensioner resides to a maximum of the Remission adopted by Council in the Budget and Rating Resolutions.

F. OTHERS

Where an application falls outside this policy and it is determined that the application requires special consideration by Council, a report with a recommendation to the appropriate Council meeting shall be made.

1.5 Roles and responsibilities

Customer Service Officers to process applications Remission from property owners and confirm entitlement annually prior to the commencement of each financial year. Delegated Officers to authorise backdating of Remissions when requested.

1.6 Definitions:

Qualifying Pensions are defined in the schedule 1.4 A. In the event that changes are made by Centrelink or Veterans Affairs to the name of the pension, the equivalent pension or entitlement will be considered a Qualifying Pension.

1.7 Policy Author: Strategic Client Office Manager

Date of Review: 19 February 2018

Date of Council Resolution: 23 October 2015

Committee Reference and Date: Policy and Administration Board No. 2015(10) of 6 October 2015 – City Management and Finance Committee No. 2015(10) of 13 October

2015

No. of Resolution: 3

Date to be Reviewed: 19 February 2020



IPSWICH CITY COUNCIL

Pensioner Remission of Rates Policy

| Version Control and Objective ID | Version No: Draft | Objective ID: |
|----------------------------------|-------------------|---------------|
| Approved by Council on | 23 October 2015 | |
| Date of Review | 19 February 2018 | |

1. Statement

The Pensioner Remission of Rates shall be applied in accordance with Council's Revenue Policy and Budget and Rating Resolutions with the result that eligible pensioners receive a remission on their rates and charges.

2. Purpose and Principles

The objective of this policy is to provide officers with a guide to determine which pensioners are eligible for a remission on their rates and how to administer that remission over time.

3. Strategic Plan Links

This policy relates to:

- Caring for the Community
- Listening, Leading and Financial Management

4. Regulatory Authority

Local Government Regulation 2012, Chapter 4 Rates and Charges, Part 10 Concessions

Retirement Village Act 1999, Manufactured Homes (Residential Parks) Act 2003.

Ipswich City Council Budget and Rating Resolutions each financial year

Revenue Policy

Revenue Statement

5. Scope

The core matter addressed by this policy is to define the eligibility requirements to receive the remission or concession.

A. QUALIFYING PENSIONS

Remission of part of the General Rate as determined by Council from time to time may be granted to owners in receipt of:

Age Pension.

Wife Pension.

Widow B Pension.

Disability Support Pension.

Parenting Payment Single.

IPSWICH CITY COUNCIL | Pensioner Remission of Rates Policy

Carer Payment. War Widow(er)'s Pension. Service Pension. Disability Pension.

B. CONDITIONS

The rate of pension received by any registered owner as shown on the rate record must be the maximum payable for the type of pension received.

Provided all other conditions are met, the proportion of remission applicable to an assessment, where not all owners meet the requirements of this clause, will be equal to the proportion of the property that the qualified owner or owners own.

Subject to evidence satisfactory to the Council, a life tenant of property shall, for the purposes of this policy, be deemed to be the registered owner.

Life tenancy must be created by:

- (i) The last valid will of a deceased owner; or
- (ii) By an order of the Family Court.

A remission may be granted only on the property which is the principal or sole residence of the applicant. Unless otherwise determined by Council, a remission may be granted where the applicant is temporarily residing away from the premises.

The granting of a remission in respect of a pensioner who is in receipt of a pension which is not income-tested is subject to the production of evidence satisfactory to the Council that any additional income would not preclude the pensioner from receiving the maximum Age pension if he/she were an applicant for such pension.

The granting of a remission in respect of a pensioner who is in receipt of a part Australian pension and a part pension from an overseas country is subject to evidence satisfactory to the Council that the sum of the overseas pension and any additional income would not preclude the pensioner from receiving the maximum Age pension if he/she were an applicant for such pension.

Where a pensioner who is in receipt of a part pension and was in receipt of a remission of rates under this Policy, such remission may continue provided the pensioner's total earnings from all sources (including any pensions) do not exceed, by more than 25%, the total of the maximum Australian pension (including pharmaceutical allowance) plus permissible earnings for a pensioner on maximum rate pension.

IPSWICH CITY COUNCIL | Pensioner Remission of Rates Policy

C. APPLICATIONS

First application for pension remission of rates must be made on the application form provided. Proof of pension paid must be in the form of a current advice from the pension paying authority provided at the time of application. Proof of pension received must be in the form of an eligible pension card and current advice from the pension paying authority.

For subsequent years confirmation of ongoing entitlement shall be in the form of advice provided by the pension paying authority unless the pension paying authority does not confirm the rate of payment at the maximum rate.

A pensioner who submits an eligible application is entitled to a remission calculated on a pro-rata basis from the date of application to the end of the quarter. The pro-rata adjustment will only apply for the quarter in which the application is made and is not retrospective to a prior quarter. However, where there are extenuating circumstances, Council Remission may be backdated to a maximum of the current year plus the two previous years.

D. Transitional Provision

Notwithstanding C Applications, Council also provisions for pensioners who previously qualified for the extended discount concession under the previous Moreton Shire Council Policy and who would if it were not for this section no longer qualify for remission under the new policy, grant a remission of rates equivalent to the amount of discount which would otherwise be allowed provided the rates and property related debts are paid in full by the due date of the fourth quarter's rate notice and provided the owners are eligible for the state government subsidy.

E. RETIREMENT VILLAGES, MOBILE HOME VILLAGES OR OTHER SIMILAR FACILITY

A remission may be granted to a resident of a retirement village, mobile home village or other similar residential facility approved by Council, subject to the applicant meeting the eligibility criteria and conditions defined in this policy and the owner of the land or their agent:-

- providing proof to Council that the facility meets the appropriate guidelines in accordance with associated legislation including Retirement Village Act 1999, Manufactured Homes (Residential Parks) Act 2003.
- providing proof that the applicant is the owner of the residential unit or holds tenure in perpetuity or a similar agreement approved by Council.
- confirming that the residential unit is the applicant's principle place of residence.
- completing the appropriate documentation that binds the owner to pass on the remission to the successful applicant.

Remission will be calculated as 30% of the general rate applicable to each residential unit where an eligible pensioner resides to a maximum of the Remission adopted by Council in the Budget and Rating Resolutions.

IPSWICH CITY COUNCIL | Pensioner Remission of Rates Policy

F. OTHERS

Where an application falls outside this policy and it is determined that the application requires special consideration by Council, a report with a recommendation to the appropriate Council meeting shall be made.

6. Roles and Responsibilities

Customer Service Officers to process applications Remission from property owners and confirm entitlement annually prior to the commencement of each financial year.

Delegated Officers to authorise backdating of Remissions when requested.

7. Key Stakeholders

The following will be consulted during the review process:

• Finance Branch

8. Monitoring and Evaluation

This policy will be reviewed by the Finance Branch of the Corporate Services Department when any of the following occur:

- As required by legislation;
- The related information is amended or replaced; or
- Other circumstances as determined from time to time by the Council.

9. Definitions

Qualifying Pensions are defined in the schedule5(A). In the event that changes are made by Centrelink or Veterans Affairs to the name of the pension, the equivalent pension or entitlement will be considered a Qualifying Pension.

10. Policy Owner

The General Manager (Corporate Services) is the policy owner and the Finance Manager is responsible for authoring and reviewing this policy.



IPSWICH CITY COUNCIL

Information Systems Security (InfoSec) Policy

| Version Control and Objective ID | Version No: 0.1 (Draft) | Objective ID: A5885002 |
|----------------------------------|-------------------------|------------------------|
| Approved by Council on | | |
| Date of Review | | |

1. Statement

Council will establish and maintain an Information Security Management System (ISMS) that provides for appropriate security and confidentiality of information, information systems, applications and networks owned, leased or operated by all Council users, operations and entities as required to address corporate risks and to satisfy regulatory requirements.

2. Purpose and Principles

This policy guides Council's approach to managing the security of all digital information captured in and managed by information systems used across council. The following principles and requirements underpin Council's commitment to InfoSec:

| Policy Aspect | Requirement | |
|---|--|--|
| Information Security Planning, Capability and Risk Management | Council will establish an Information Security Management System (ISMS), approved by the ICT Steering Committee, to manage Council's InfoSec risks. The ISMS will detail: a. InfoSec goals and strategic objectives of Council, including how InfoSec management intersects with and supports broader business objectives and priorities b. Threats, risks and vulnerabilities that impact the protection of Council's ICT Assets c. Council's tolerance to InfoSec related risks d. Council's capability and capacity to manage and develop InfoSec Controls e. Council's strategies to implement and maintain the ISMS, maintain a positive risk culture and deliver against this Policy. | |
| ISMS Administration and Reporting | Matters relating to the routine operation, administration and evolution of Council's ISMS will be overseen by the Manager ICT Branch (CIO). ISMS matters requiring escalation will be taken, in the first instance, to the ICT Steering Committee for consideration and direction. InfoSec Risks will also be captured, reported and tracked within the Council's Risk Management Framework. | |
| | | |
| | The ICT Steering Committee will provide a bi-annual report on the ISMS to the Audit and Risk Committee on: a. The security outcomes supported by the ISMS b. The maturity of the capability identified in the InfoSec Framework c. Key risks to Council's ICT Assets d. Details of measures taken to mitigate or otherwise manage identified security risks | |
| InfoSec Governance for Contracted Service Providers | The requirements of this Policy apply equally to ICT Assets procured directly or included indirectly as part of any broader outsourcing of business services. | |
| FIGNIGEIS | Each Business System Owner is accountable for the risks arising from ICT Assets procured as a component of broader business outsourcing. | |

IPSWICH CITY COUNCIL | Information Systems Security (InfoSec) Policy

| Policy Aspect | Requirement | | |
|---|--|--|--|
| Sensitive and Classified Digital Information | Council will: a. Identify and classify Digital Information developed and used across Council for the purpose of defining and enforcing appropriate InfoSec Controls b. Assess the sensitivity and security classification of Digital Information holdings c. Implement proportional InfoSec Controls for Digital Information reflecting the value, importance and sensitivity | | |
| Proportional InfoSec Controls | Council will define and enforce InfoSec Controls based on the Risk exposure associated with the loss or compromise of any given ICT Resource. In determining InfoSec Controls to be applied Council will consider: a. Confidentiality: Risk associated with unauthorised access to any given ICT Resource and ensuring that ICT Resources are only accessible to those with authorised access b. Integrity: Risk associated with the accuracy and completeness of Digital Information and processing methods c. Availability: Risk associated with the loss of availability, or degraded performance of ICT Resources | | |
| Safeguarding Information from Threats | Council will, as a minimum, mitigate common and emerging InfoSec threats based on the Australian Cyber Security Centre "Essential Eight" controls: a. Application whitelisting of approved/trusted programs to prevent execution of unapproved/malicious programs including .exe, DLL, scripts (e.g. Windows Script Host, PowerShell and HTA) and installers. b. Configure Microsoft Office macro settings to block macros from the Internet, and only allow vetted macros either in 'trusted locations' with limited write access or digitally signed with a trusted certificate. c. Patch applications e.g. Flash, web browsers, Microsoft Office, Java and PDF viewers. Patch/mitigate computers with 'extreme risk' vulnerabilities within 48 hours. Use the latest version of applications. d. User application hardening. Configure web browsers to block Flash (ideally uninstall it), ads and Java on the Internet. Disable unneeded features in Microsoft Office (e.g. OLE), web browsers and PDF viewers. e. Restrict administrative privileges to operating systems and applications based on user duties. Regularly revalidate the need for privileges. Don't use privileged accounts for reading email and web browsing. f. Multi-factor authentication including for VPNs, RDP, SSH and other remote access, and for all users when they perform a privileged action or access an important (sensitive/high-availability) data repository. g. Patch operating systems. Patch/mitigate computers (including network devices) with 'extreme risk' vulnerabilities within 48 hours. Use the latest operating system version. Don't use unsupported versions. h. Daily backups of important new/changed data, software and configuration settings, stored disconnected, retained for at least three months. Test restoration initially, annually and when IT infrastructure changes. Council will adopt or extend further InfoSec Controls as necessary to safeguard information as informed via structured risk assessments. | | |

IPSWICH CITY COUNCIL | Information Systems Security (InfoSec) Policy

| Policy Aspect | Requirement |
|---|--|
| Access to ICT Resources | Council will enforce access controls to ICT Resources. This includes: a. Ensuring that System Users who access sensitive or classified Digital Information have appropriate authorisation and continuing need to access that Information b. Controlling access to supporting ICT Assets and Services (networks, remote access, infrastructure and applications etc), both on-premise and cloud hosted c. Periodic audit of System User access and activity to ensure appropriate and reasonable access to ICT Assets |
| InfoSec Controls Across ICT Asset Lifecycle | Council will ensure InfoSec Controls are properly considered, implemented and maintained across the operating lifecycle of all ICT Assets including: a. Sensitive and classified information is identified, and appropriate InfoSec requirements are addressed in the specifications, analysis and/or design phases for new ICT Assets b. Where the ICT Asset is procured 'as-a-service', all requirements of this policy are considered with required controls reflected in the service contract c. InfoSec Controls are established and validated during all stages of System development, as well as when new Systems are implemented and maintained in the operational environment d. Appropriate change control, acceptance and system testing, planning and migration control measures are carried out when upgrading or installing software in the operational environment e. A patch management program for operating systems, firmware and applications of all ICT Assets is implemented to maintain vendor support, increase stability and reduce the likelihood of threats being exploited |

3. Strategic Plan Links

This policy relates to:

- Strengthening our local economy and building prosperity
- Managing growth and delivering key infrastructure
- · Listening, Leading and Financial Management

4. Regulatory Authority

- QGCIO Information Security Policy (IS18:2018)
- Public Records Act 2002
- Right to Information Act 2009
- Information Privacy Act 2009
- Local Government Act 2009

5. Scope

This Policy applies to internal Business System Owners, System Users and Risk Owners, not external customers and users of Council operated or supplied ICT Assets, Resources and Services.

External users (eg Citizens, Business etc) of Council's ICT Assets will be subject to terms and conditions unique to each offered service.

IPSWICH CITY COUNCIL | Information Systems Security (InfoSec) Policy

6. Roles and Responsibilities

| Role | Responsibilities |
|--|--|
| Information Security Officer (ISO) | Develop and maintain ISMS Provide stakeholders with advice, guidance and services related to InfoSec Review and approve InfoSec Controls for individual Information Assets Establish, review, track and report on waivers and deviations issued against non-compliant Information Assets Own and direct the development of InfoSec Controls the have enterprise applicability |
| ICT Strategy, Enterprise Architecture and Governance Manager | Ensure appropriate governance across ISMS Ensure coherent and structured architectural approach to InfoSec Controls |
| Manager ICT Branch (CIO) | Owner of this Policy Sponsor/owner of ISMS Sponsorship and promotion of Governance of ISMS and InfoSec Risk Management |
| ICT Service Delivery Manager | Routine operation and management of ICT Assets and InfoSec Controls |
| Records and Knowledge Manager | Identify and classify Digital Information across all Council Information Assets Review the Digital Information managed within any new ICT Asset undergoing procurement and implementation and provide advice to the Business Application Owner and the ISO on information sensitivity and security classification |
| Corporate Risk and Planning Manager | Provide advice, interpretation and direction on InfoSec related risks and relevance/alignment with wider Council Risk Management Framework |
| ICT Steering Committee | Review and provide advice and directions Support/sponsor investment into InfoSec Controls required to achieve ISMS outcomes |
| Business System Owner | Complying with this policy, the procedures, and applicable technical standards that extend on this Policy Managing InfoSec risks associated with ICT resources and third party service providers under their remit; Sponsoring and directing the development, implementation and maintenance of InfoSec Controls for ICT Assets under their remit, in accordance with the Risk Management Framework and applicable technical standards |
| System Users | All System Users shall comply with information security procedures including the maintenance of data confidentiality and data integrity. Failure to do so may result in disciplinary action. |

7. Key Stakeholders

The following will be consulted during the review process:

- ICT Steering Committee
- Business System Owners

IPSWICH CITY COUNCIL | Information Systems Security (InfoSec) Policy

8. Monitoring and Evaluation

- Ageing and resolution of InfoSec related Departures and Waivers issued for noncompliant ICT Assets
- Effective identification and resolution of InfoSec Incidents as reported by SIEM
- Effective reporting and awareness of ISMS to both ICT Steering Committee and ARC
- Strategic and Operational Risks related to InfoSec exposure and Controls within tolerance
- Number of information security breaches related to non-compliance with ethical and professional behaviour guidelines
- Frequency of independent reviews of governance of information security
- · Frequency of information security reporting to the ICT Steering committee
- Number of external/internal audits and reviews

9. Definitions

| Term | Definition | |
|--------------------------|--|--|
| Business System Owner | A person with primary accountability for the business outcomes and functions provided by a Council ICT Asset, including ownership and accountability for any associated InfoSec risk. | |
| InfoSec | Information Security (InfoSec) is a set of related strategies, processes, tools and policies that collectively identify, classify, prevent, counter and recover from threats to ICT Resources. | |
| InfoSec Control | Any contractual, management, operational or technical measure (including safeguards or countermeasures) put in place for the purpose of enabling and enforcing InfoSec. | |
| InfoSec Incident | Any event that may adversely impact the confidentiality, integrity or availability of a Council ICT Resource. | |
| Digital Information | Information that is in a digital or electronic form and is stored, processed or transmitted within an ICT Resource. | |
| ІСТ | Information and Communications Technology that enables or supports Council owned or operated business, operating departments or services. | |
| ICT Asset | Hardware, software, cloud-based services, communication devices, data centres, or networks that are owned, leased, leveraged or operated by Council. | |
| ICT Resource | Any ICT Service, ICT Asset or Digital Information. | |
| ICT Service | Any business or technology function provided using one or more ICT Assets, including, but not limited to: • application systems (including software-as-a-service); and • ICT infrastructure services such as operating systems, databases, voice and data telecommunications services, network services, media services, file and print services, and email services. | |
| ISMS | An Information Security Management System (ISMS) is a cohesive and planned suite of policies, procedures, roles and InfoSec Controls for systematically protecting an organisation's ICT Resources. The goal of an ISMS is to minimise risk and ensure business continuity by pro-actively addressing known InfoSec risks and limiting the impact of any InfoSec Incident. | |
| Risk | Has the meaning provided in the Risk Management Framework 2019. | |
| System User | Any Council employee, volunteer, contractor or elected official that is provided with access to Council provided ICT Resources. | |

IPSWICH CITY COUNCIL | Information Systems Security (InfoSec) Policy

10. Policy Owner

This Policy is owned by ICT Branch Manager.



IPSWICH CITY COUNCIL

Reward for Information Offered by Council Policy

| Version Control and Objective ID | Version No: | Objective ID: |
|----------------------------------|-------------|---------------|
| Approved by Council on | | |
| Date of Review | | |

1. Statement

At the discretion of Council, a reward may be offered, via public notice, for information that leads to the conviction of offenders who steal or vandalise Ipswich City Council (Council) assets or perpetrate an offence of a Local Law.

2. Purpose and Principles

Local Law 1 (Administration) 2013 provides Council with the power to offer a reward for information leading to the conviction of, or finding of guilt in relation to, a person for:

- (a) an offence involving damage to, or theft of, property of Council or under the control of Council; or
- (b) An offence against a local law.

The amount of the reward, and the conditions on which it is payable, are contained in this policy.

3. Strategic Plan Links

This policy relates to:

- Caring for the Community
- · Caring for the Environment
- Listening, Leading and Financial Management

4. Regulatory Authority

Local Law 1 (Administration) 2013

5. Scope

Council acknowledges that members of the community can often provide valuable information to the Queensland Police Service when a crime has been committed. This policy has been formulated to provide Council with a mechanism to offer a reward, via public notice, when the crime involves Council assets. Council assets include all things owned or under the control of Council including buildings, machinery, open space areas and landscaping.

An advertised reward will be paid following a successful court conviction.

Should multiple persons provide information, the apportioning of payments will be based on the value of the information received and is at the sole discretion of Council.

IPSWICH CITY COUNCIL | Reward for Information Offered by Council Policy

6. Roles and Responsibilities

Officers of the Planning and Regulatory Services Department are responsible for the investigation of incidents. Following inspection, the assigned compliance officer will liaise with the Manager, Regulatory Services to formulate an action plan.

Should the matter be categorised as severe, based on the estimated costs associated with Council remediating the issue/or replacing assets, a report will be prepared by the Manager, Regulatory Services requesting Council consideration of an offer of a reward up to an amount of \$5,000 for any information leading to the arrest and conviction of an offender.

A decision of Council is required to progress the matter to Public Notice stage.

The General Manager of the Planning and Regulatory Services Department, or nominee, in consultation with the Chief Executive Officer, will be responsible for the continued progression of this matter up to completion of prosecution and payment of the reward in line with this policy.

7. Key Stakeholders

The Manager, Regulatory Services (Planning and Regulatory Services)
The General Manager (Planning and Regulatory Services)

Ineligibility to Apply for a Reward

Elected members, council employees or contractors, members of the Queensland Police Service or persons convicted of being illegally involved in any activity relating to the offence will not be eligible for a reward under the provisions of this policy.

8. Monitoring and Evaluation

In order for a person to be eligible for consideration of a reward for information:

- A conviction needs to be recorded against the offender.
- In the opinion of Council, the applicant did not knowingly allow the alleged offender to commit the act in order to obtain a reward.

9. Definitions

N/A

10. Policy Owner

The General Manager (Corporate Services Department) is the policy owner and the Corporate Governance Manager is responsible for authoring and reviewing this policy.



REWARD FOR INFORMATION ON ILLEGAL DUMPING, VANDALISM AND THEFT POLICY

Document No: A4039516

1.1 Objectives: The objective of this policy is to reduce the occurrences of illegal dumping, vandalism and theft on Council property and to define how Council will provide rewards to persons who provide Council with information which leads to the conviction of a person in relation to illegal dumping, vandalism and theft.

The aim is to be achieved by:

- Increasing awareness of the community through advertising of the reward scheme.
- Encouraging individuals to come forward with information on those responsible for illegal dumping and vandalism within the City and of theft of Council property.
- Discouraging illegal dumping, vandalism and theft by increasing the conviction rate.

1.2 Regulatory Authority: Local Law 1 (Administration) 2013

1.3 Policy Statement:

- A. Council will offer a reward of up to \$5,000 to any person who provides information that leads to the conviction of a person who illegally dumps any material on Council property or who illegally dumps material likely to cause a serious health or environmental hazard on private property.
- B. Council will offer a reward of up to \$5000 to any person who provides information which leads to the conviction of a person who vandalises Council property.
- Council will offer a reward of up to \$5000 to any person who provides information which leads to the conviction of a person for the theft of Council property.
- D. The provision and the amount of any reward provided between \$2,000 and \$5,000 will be at the discretion of the majority of Councillors.
- E. Councillors and employees of Ipswich City Council are not eligible to receive a reward under this policy.

1.4 Definitions: 'Council Property' as described in this policy is any land, building, or other structure and equipment owned or under the control of Ipswich City Council.

'Illegal dumping' as described in this policy is the act of illegal depositing or disposing of material on property.

'Vandalism' as described in this policy is damage to, or unauthorised interference with, Council property.

'Theft' as described in this policy is the act or an instance of stealing Council property including the receiving of stolen Council property.

1.5 Policy Author: The Corporate Services Branch is responsible for the administration and maintenance of this policy.

Date of Review: 8 March 2017

Date of Council Resolution: 17 May 2011

Date of Review: 1 March 2017

Committee Reference and Date: Policy and Administration Board No. 2011(03) of 3 May

2011 – City Management and Finance Committee No. 2011(05) of 10 May 2011

No. of Resolution: 1

Date to be Reviewed: 8 March 2019

Doc ID No: A5925780

The Chairperson has determined this matter is of real urgency and approval has been given to refer this report to the Governance Committee as a late item.

ITEM: 16

SUBJECT: REVIEW OF POLICIES - PEOPLE AND CULTURE BRANCH, CORPORATE SERVICES

AUTHOR: PEOPLE AND CULTURE ADVISOR

DATE: 27 NOVEMBER 2019

EXECUTIVE SUMMARY

This is a report concerning the review of policies relating to the functions of the People and Culture Branch, Corporate Services, undertaken in accordance with Council's Policy and Procedure Management Framework adopted by Council on 16 July 2019.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

- A. That the policies detailed in Table 1, be repealed.
- B. That the Policies in Table 2, be adopted.

TABLE 1

| Policy | Rationale for Decision | <u>Attachment</u> |
|--------------------|---|-------------------|
| Reimbursement of | To be repealed and will be replaced by the | 1 |
| Interview Expenses | Administrative Directive 'Reimbursement of | 1 |
| Policy | Interview Expenses'. The replacement to an | |
| | Administrative Directive was endorsed by ELT | |
| | on 14 November 2019. | |
| Removal Expenses | To be repealed and will be replaced by the | 2 |
| Policy | Administrative Directive 'Removal Expenses'. | |
| | The replacement to an Administrative | |
| | Directive was endorsed by ELT on 14 | |
| | November 2019. | |
| Council Name Badge | To be repealed and will be replaced by the | 3 |
| Policy | Administrative Directive 'Council Name | |
| | Badge'. The replacement to an Administrative | |
| | Directive was endorsed by ELT on 14 | |
| | November 2019. | |
| Christmas Leave | To be repealed and will be replaced by the | 4 |
| Policy | Administrative Directive 'Christmas Closure'. | |
| | The renaming and replacement to an | |
| | Administrative Directive was endorsed by ELT | |

| | on 14 November 2019. | |
|---|---|---|
| Smoke Free Workplace Policy | To be repealed and will be replaced by the Administrative Directive 'Smoke Free Workplace'. The replacement to an Administrative Directive was endorsed by ELT on 14 November 2019. | 5 |
| Council Corporate Uniform (Non- Compulsory) Office Based Staff Policy | This policy is proposed to be repealed and replaced by a re-written Administrative Directive. The replacement to an Administrative Directive was endorsed by ELT on 21 November 2019. | 6 |
| Determination of Department Structures, Descriptions and Position Outlines Policy | This policy is proposed to be repealed and replaced by a re-written Administrative Directive. The replacement to an Administrative Directive was endorsed by ELT on 21 November 2019. | 7 |
| Re-Employment of Employees Who Have Received a Termination Payment Under the Terms of the Redundancy Provisions of Council's Enterprise Bargaining Agreement Policy | This policy is proposed to be repealed and replaced by a re-written and renamed Administrative Directive. The existing title of this policy is too large and the current name has been referenced in the statement of the re-developed administrative directive. The renaming and replacement to an Administrative Directive was endorsed by ELT on 21 November 2019. | 8 |
| Working with Children Policy | It is proposed to repeal this existing policy as it is outdated and does not satisfy current legislation. It will be replaced by a policy in new format and will keep the same name. The replacement to an updated policy was endorsed by ELT on 21 November 2019. | 9 |

TABLE 2

| Policy | Rationale for Decision | Attachment |
|-----------------|---|------------|
| Working with | It is proposed to repeal this existing policy as it | 10 |
| Children Policy | is outdated and does not satisfy current | |
| | legislation. It will be replaced by a policy in | |
| | new format and will keep the same name. | |
| | Refer to attachment 9 in regards to ELT | |
| | endorsement provided. | |

RELATED PARTIES

There are no related parties with this report.

ADVANCE IPSWICH THEME

Listening, Leading and Financial Management

PURPOSE OF REPORT/BACKGROUND

The People and Culture Branch, Corporate Services Department, has recently undertaken a review of policies that fall within its functional brief.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Local Government Act 2009

Equal Opportunity in Public Employment Act 1992 (Qld)

Industrial Relations Act 2016 (Qld)

Anti-Discrimination Act 1991 (Qld)

Tobacco and Other Smoking Products Amendment Act 2016 (Qld)

Tobacco and Other Smoking Products Regulation 2010 (Qld)

Tobacco and Other Smoking Products Act 1998 (Qld)

Work Health and Safety Act 2011 (Qld)

Public Sector Ethics Act 1994

Privacy Act 2009

Copyright Act 1968

Criminal Code Act 1995

Crime and Corruption Act 2001

Cybercrime Act 2001 (Cth)

SPAM Act 2003 (Cth)

RISK MANAGEMENT IMPLICATIONS

The review of these policies has been undertaken in accordance with Council's adopted Policy and Procedure Management Framework. Any delay in approving the recommendations of this report will potentially have adopted Policies inconsistent with Council Framework.

FINANCIAL/RESOURCE IMPLICATIONS

The review of all policies associated with the functions of the Corporate Services Department are being managed as part of the department's operational budget for 2019-2020.

COMMUNITY AND OTHER CONSULTATION

Consultation has been undertaken with relevant internal stakeholders in relation to the policies presented for repeal and/or adoption.

As the intent of those policies being presented for adoption to meet the requirements of the Policy and Procedure Management Framework has not changed, rather the change is administrative (template), external stakeholder consultation was not undertaken. However, these policies will be reviewed within the next term of elected members and relevant external stakeholder consultation will occur at that time.

CONCLUSION

In accordance with Council's adopted Policy and Procedure Management Framework, the Corporate Services Department have undertaken a review of policies relating to its functions which are presented for Council's consideration.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

- 1. Reimbursement of Interview Expenses Policy 🗓 🖺
- 2. Removal Expenses Policy 📭 🖫
- 3. Council Name Badge Policy 🗓 🖺
- 4. Christmas Leave Policy 🗓 🖫
- 5. Smoke Free Workplace Policy 🗓 🛣
- 6. Council Corporate Uniform (Non Compulsory) Office Based Staff Policy 🗓 🖺
- 7. Determination of Department Structures, Descriptions and Position Outlines Policy J
- 8. Re-Employment of Employees Who Have Received a Termination Payment Under the Terms of the Redundancy Provisions of Council's Enterprise Bargaining Agreement Policy 1.
- 9. Working with Children Policy (Existing) 🗓 🖾
- 10. Working with Children Policy (Redeveloped) 🗓 🖺

Christopher Delannoy

PEOPLE AND CULTURE ADVISOR

I concur with the recommendations contained in this report.

Andrew Knight

GENERAL MANAGER - CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"



REIMBURSEMENT OF INTERVIEW EXPENSES POLICY

DOCUMENT NO: A3750850

1.1 Reimbursement of Interview Expenses Policy

Where an applicant for a position with the Council is required to attend an interview at the Council offices or elsewhere and travelling costs and accommodation expenses are necessarily incurred by the applicant to attend the interview, then subject to the following conditions such costs will be reimbursed by the Council:-

- 1. Reimbursement shall only apply to travel within Australia; and
- Where an applicant resides within a reasonable travel distance by motor vehicle to and from the interview venue, reimbursement will be limited to the cost of fuel used in the applicant's motor vehicle travelling to and from the venue; and
- 3. Only the cost of one night's room only accommodation will be reimbursed; and
- 4. An estimate of the interview expenses and details of the travel and accommodation is to be provided for approval prior to such arrangements being completed.

1.2 Policy Author: Human Resources Branch

Date of Review: 24 April 2017

Date of Council Resolution: 26 June 1996

Committee Reference and Date: Corporate Services Committee - 20 June 1996

No. of Resolution: 46.06

Date to be reviewed: 24 April 2019



REMOVAL EXPENSES POLICY

Document No: A3750862

- **1.1 Policy**: That Council agree to reimburse removal expenses incurred by a successful applicant for a position with the Council where such applicant chooses or is required to relocate his or her residence to Ipswich to take up the appointment with the Council, subject to the following conditions:-
- (i) At least three (3) written quotations from recognised furniture removalist companies are obtained, at least one (1) of which must be from an Ipswich based furniture removalist.
- (ii) Reimbursement of expenses will be on the basis of fifty percent (50%) of the costs of removal after twelve (12) months satisfactory service with the balance to be paid after a further twelve (12) months satisfactory service. The total amount of such reimbursement not to exceed the amount of the lowest quotation received.
- (iii) The Council may approve the reimbursement of the total cost of removal expenses in accordance with Clause 2 above, subject to the employee giving a written undertaking to repay a proportion of the expenses where such employee does not complete two (2) years continuous service. The repayment will be on a pro-rata basis for such shorter period of service.
- (iv) This policy does not apply to an existing employee or a successful applicant who already lives within reasonable commuting distance of Ipswich.
- 1.2 Policy Author: Human Resources Manager

Date of Council Resolution: 17 July 1997

Date of Review: 23 January 2017

Committee Reference and Date: Corporate Services Committee - 11 July 1996

No. of Resolution: 46.09

Date to be Reviewed: 23 January 2019



COUNCIL NAME BADGE POLICY

Document No: A3749440

1.1 Objectives:

The Council Name Badge Policy establishes guidelines for the issue of Council name badges to employees.

1.2 Policy Statement:

Council will provide Council Name Badges to employees who are required to work in customer service areas and/or as determined by the relevant Department Head.

1.3 Policy:

- All Council name badges are to show the Council logo and the words Ipswich City Council.
- In the absence of a request from an individual for the use of a first name only, the full name of each employee is to be shown on all Council name badges.
- Unless otherwise requested by an employee the position title is to be included only on Council name badges provided to managers.
- Council name badges are to be provided for Councillors, Department Heads and their partners.

1.4 Policy Author:

Staffing and Remuneration Manager

Date of Council Resolution: 21 March 2014

Date of Review: 14 June 2016

Committee Reference and Date: Policy and Administration Board No. 2014(02) of 4 March 2014 - City Management and Finance Committee No. 2014(03) of 11 March 2014

No. of Resolution: 7B

Date to be Reviewed: 14 June 2018



CHRISTMAS LEAVE POLICY

Document No: A3749365

- **Policy**: That it be Ipswich City Council Policy that all Council business close on the first working day after the Christmas Day/Boxing Day public holidays and that staffing arrangements be in accordance with approved procedure.
- 1.2 Policy Author: Human Resources Branch

Date of Council Resolution: 24 March 2015

Date of Review: 23 January 2017

Committee Reference and Date: Policy and Administration Board No. 2015(02) of 10 March 2015 – City Management and Finance Committee No. 2015(03) of 17 March 2015

No of Resolution: 2

Date to be Reviewed: 23 January 2019



SMOKE FREE WORKPLACE POLICY

Document No: A3906889

PURPOSE

We regard the health and wellbeing of every employee with great importance and consider it essential that every employee enjoys a safe and healthy working environment.

POLICY

Council recognises the medically proven adverse health effects of smoking and passive smoking. To ensure a healthy and safe workplace environment the following policy applies to all Council workplaces. These provisions are in addition to those prescribed by the *Tobacco and Other Smoking Products Amendment Act 2016*.

- 1. Smoking is prohibited in all Council owned, hired, rented or leased motor vehicles and plant, regardless of whether a worker is alone or whether the vehicle is used for private use.
- 2. Smoking is prohibited within 5 metres of a window, doorway, air conditioning intake vent or other source of air for a Council building or workplace.
- 3. Smoking is prohibited in all Council workplaces as per the definition of workplace and the following guidelines:
 - No smoking within the bounds of any Council Depot and within 5 metres of the entry gate or fence.
 - For other unenclosed workplaces, no smoking within 5 metres of any other worker who is not smoking.
 - Employees who wish to smoke during the course of the working day may do so in their own time (morning tea, lunch break) as per the provisions of the Smoke Free Workplace procedure.

Council will provide support to employees who wish to quit as detailed in the Smoke Free Workplace procedure.

The provisions of this policy shall be communicated to staff through induction training and reinforced as necessary through toolbox talks, staff meetings and other communication processes. New employees are to be advised as part of the recruitment process of Council's smoke free workplace policy.

DEFINITION:

Workplace as defined under the *Work Health and Safety Act 2011* is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.

Smoking includes traditional products, e-cigarettes and electronic devices

Date of Council Resolution: 5 March 2008 Date of Review: 29 November 2016

Committee Reference and Date: Policy Review Sub-Committee No. 2008(02) 12 February

2008 and City management & Finance Committee No. 2008(02) 26 February 2008

No. of Resolution: 43.02



COUNCIL CORPORATE UNIFORM (NON COMPULSORY) OFFICE BASED STAFF POLICY

Document No: A5268538

1.1 Objectives:

The purpose of the policy is to determine the basis on which employees may purchase corporate uniforms and avail themselves of Council's subsidy. This policy does not apply to:

- those employees who are required to wear a compulsory corporate uniform;
- those employees subject to the 'Clothing State Award Employees Policy'; or
- Councillors and the Mayor who are covered by the 'Ipswich City Council Expenses Reimbursement Policy'.

1.2 Policy:

- 1.2.1 The Local Government Corporate collection is the source from which Council's non-compulsory corporate uniform for employees shall be selected.
- 1.2.2 Council will subsidise the non-compulsory corporate uniform for permanent employees, and fixed term employees (where the fixed term is for a period greater than 12 months) on a 50% contribution basis.
- 1.2.3 Temporary employees and casual employees may purchase Council's corporate uniform without subsidy entitlement.
- 1.2.4 During the first 12 months of employment, the 50% subsidy will be recovered by Council if the new employee resigns or ceases to be an employee.

1.3 Policy Author:

People and Culture Branch

Date of Review: 19 December 2018

Date of Council Resolution: 26 May 2009

Committee Reference and Date: Policy and Administration Board No. 2009(04) of 11 May 2009 - City

Management and Finance Committee No. 2009(05) of 19 May 2009

No. of resolution: 7

Date to be reviewed: 14 June 2020



DETERMINATION OF DEPARTMENT STRUCTURES, DESCRIPTIONS AND POSITION OUTLINES

Document No: A3750294

1.1 Objectives:

The following process has been determined for the purpose of adopting department structure charts, department titles and associated position descriptions.

1.2 Policy:

- 1. The Department Head currently responsible for the particular department functions is to propose the following:
 - (a) Preferred department structure chart
 - (b) Preferred department title
 - (c) Preferred position descriptions for Department Head and Branch Manager level positions
- 2. The preferred department structure chart and title is to be submitted to Council for approval.
- 3. Prior to the adoption of a final department structure chart and department title, consultation with stakeholders in respect of the preferred department structure chart and preferred department title is to occur.
- 4. Prior to the adoption of final position descriptions, consultation with stakeholders in respect of the preferred position descriptions for Department Head, Branch Manager and fourth level positions with a community interface is to occur.
- The final department structure chart and title is to be submitted to Council for adoption.
- 6. Position descriptions for Department Head and Branch Manager level positions, as well as fourth level positions with a community interface, are to be submitted to Council for adoption.

1.3 Policy Author:

Staffing and Remuneration Manager

Date of Council Resolution: 21 March 2014

Date of Review: 11 July 2016

Committee Reference and Date: Policy and Administration Board No. 2014(02) of 4 March 2014 - City Management and Finance Committee No. 2014(03) of 11 March 2014

No. of Resolution: 7D

Date to be Reviewed: 11 July 2018



RE-EMPLOYMENT OF EMPLOYEES
WHO HAVE RECEIVED A TERMINATION
PAYMENT UNDER THE TERMS OF THE
REDUNDANCY PROVISIONS OF
COUNCIL'S ENTEPRISE AGREEMENT
POLICY

Document No: A3748410

1.1 Objective

This policy is to ensure that an employee who has received a termination payment under the terms of the redundancy provisions of council's enterprise agreement is not permitted to return to the employ of Council until a specified period has elapsed.

1.2 Policy

Employees who have received a termination payment under the terms of the redundancy provisions of the Ipswich City Council Certified Agreement will not be permitted to enter into a contract of employment with Council for employment on any basis, including any other arrangement as determined by the Chief Executive Officer, until a minimum of two (2) years has elapsed from the date of termination, unless approval to employ that person is given by the Chief Executive Officer after consultation with the members of the City Management and Finance Committee.

1.3 Policy Author: Human Resources Branch

Date of Council Resolution: 16 August 2000

Date of Review: 31 August 2016

Committee Reference and Date: Corporate Services Committee of 9 August 2000

No. of Resolution: 43.02

Date to be Reviewed: 31 August 2018



Working with Children Policy

Version: 1

Document No:

Background:

Ipswich City Council is responsible for the delivery of a range of child and youth related programs, activities and events. Council recognises that the inherent risks associated with working with children and young people necessitate the development of a policy and procedure in order to fulfil its duty of care.

Regulatory Authority:

- Working with Children (Risk Management and Screening) Act 2010;
- Working with Children (Risk Management and Screening) Regulation 2011;
- Ipswich City Council Employee Code of Conduct;
- Ipswich City Council Councillor Code of Conduct.

Scope:

This Policy applies to the development and delivery of services to children and young people, as well as other Council activities or business that involve contact with children and young people. This policy applies to all people involved directly or indirectly in the delivery of services to children and young people, including:

- Employees
- Volunteers
- Councillors
- · Children and young people
- Contingent workers (e.g. contractors, agency workers)
- Committee members

Statement of Commitment:

Ipswich City Council is committed to ensuring that the safety, welfare and wellbeing of children are maintained at all times during their participation in services run by Council. Ipswich City Council aims to promote a safe environment for all children and to assist employees, contingent workers and volunteers to recognise child abuse and neglect and follow the appropriate notification procedures when reporting alleged abuse.

Roles, responsibilities and actions:

The Human Resources Manager will develop appropriate procedures and identify strategies for the implementation of associated action plans in relation to this Policy.

Code of Conduct:

In addition to Council's Code of Conduct for all employees, the following standards outline what Council considers appropriate conduct in relation to interactions with children and young people.

- No physical or verbal abuse, or expose them to physically or verbally abusive behaviour
- · No alcohol consumption or taking of illicit drugs while on duty
- Not accept gifts from children or young people, or provide gifts to young people unless as part of a structured recognition or reward program

- Not take children or young people to their home
- Treat children and young people with courtesy, respect and consideration
- Act on complaints to the best of their ability
- Respond professionally to suspicions or disclosures of harm and report them to the relevant authorities
- Wear neat attire that is not offensive, and is appropriate to their role or scheduled activity
- Act as a positive role model

Recruiting, Training and Managing Employees and Volunteers:

Guidelines for the recruitment, selection, training and management of all employees and volunteers involved in the delivery of services to children and young people, including specific screening requirements, are incorporated in Council's Working With Children Procedure. Council acknowledges that organisations can be held liable for selecting and retaining an employee or volunteer who is unsuitable for the position.

Recruitment, Selection and Screening:

The recruitment, selection and screening process for all positions (paid or voluntary) involved in the delivery of services or activities to children and young people must involve the following:

- Assessment of the requirements of the position (skills, experience/qualifications, knowledge) and the key responsibilities of the position.
- The development of a position description detailing position objectives, organisational relationships, accountability, and performance standards.
- Conducting interviews for paid positions and, where appropriate, voluntary positions, and the asking about the applicant's work history, background and attitudes.
- Conducting reference checks to assess the applicant's suitability and competence for the
 position, and to verify the information provided by the applicant in their application and
 interview.
- Sighting and copying an employee or volunteer's Blue Card and, where possible, Positive
 Notice Letter and recording in a Blue Card Register. In the absence of a Blue Card, an
 application will be made to obtain one and volunteers will not be permitted to commence
 work until a Positive Notice is received. Employees will be permitted to commence work
 pending the outcome of their Blue Card application, but may be required to consent to a
 criminal history check through the Queensland Police Service as a condition of
 employment.
- Completion of an Authorisation to confirm a valid blue card form by a new employee or volunteer starting work with Council who has applied for a Blue Card or holds a current Blue Card.
- Criminal history check through the Queensland Police Service checks as appropriate.

Procedure Author: Human Resources Manager

Date of Council Resolution: 26 July 2016

Committee Reference and Date: Policy and Administration Board No. 2016(03) of 12 July 2016 – City Management, Finance and Community Engagement Committee No. 2016(04) of 19 July 2016

No. of Resolution: 2

Date of Review: 26 July 2018



IPSWICH CITY COUNCIL

Working with Children Policy

| Version Control and Objective ID | Version No: | Objective ID: |
|----------------------------------|-------------|---------------|
| Approved by Council on | | |
| Date of Review | | |

1. Statement

Ipswich City Council is committed to ensuring that the safety, welfare and wellbeing of children are maintained at all times during their participation in services run by Council. Ipswich City Council aims to promote a safe environment for all children and to assist employees, contingent workers and volunteers to recognise child abuse and neglect and follow the appropriate notification procedures when reporting alleged abuse.

This policy outlines the key elements of Council's approach to being a child safe organisation. It is designed to embed child safety and wellbeing in organisational culture and governance, and to assist Council to prevent and respond to child abuse or child safety concerns identified by or reported to Council. This includes setting out Council's responsibilities in relation to Blue Cards.

2. Purpose and Principles

To provide and promote a safe environment for children and young people, Ipswich City Council observes the national principles of a Child Safe Organisation, which are:

- Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
- Families and communities are informed and involved in promoting child safety and wellbeing.
- Equity is upheld and diverse needs respected in policy and practice.
- People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- Processes for complaints and concerns are child focused.
- Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

3. Code of Conduct

In addition to Council's Code of Conduct for all employees, the following actions specify Council's standard of appropriate conduct when interacting with children and young people.

IPSWICH CITY COUNCIL | Working With Children Policy

- Treat children and young people with courtesy, respect and consideration, without discrimination of any kind;
- Act as a positive role model;
- Do not be physically or verbally abusive toward children and or young people, and do not expose them to abusive behaviour;
- Wear neat attire that is not offensive, and is appropriate to the role or scheduled activity;
- Do not consume or be under the influence of alcohol or illicit drugs while on duty;
- Do not accept gifts from children or young people, or provide gifts to young people unless as part of a structured recognition or reward program;
- Do not leave children unsupervised in a facility;
- Do not remove a child from an organised group setting or council facility;
- Respond professionally to suspicions or disclosures of harm and report them to the relevant authorities;
- Act on complaints in accordance with relevant policies and procedures.

Failure to comply with the Code of Conduct may result in formal disciplinary action being taken, which may include dismissal.

4. Strategic Plan Links

This policy relates to:

Listening, Leading and Financial Management

5. Regulatory Authority

- Working With Children (Risk Management and Screening) Act 2000
- Working With Children (Risk Management and Screening) Regulation 2011
- Working With Children (Risk Management and Screening) Amendment Bill 2018
- Ipswich City Council Employee Code of Conduct
- Ipswich City Council Councillor Code of Conduct
- Working With Children Procedure

6. Scope

This Policy applies to the development and delivery of services to children and young people, as well as other Council activities or business that involve contact with children and young people. This policy applies to all people involved directly or indirectly in the delivery of services to children and young people, including:

- Employees;
- Volunteers;
- Councillors;
- Children and young people;
- Contingent workers (e.g. contractors, agency workers).

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7. Roles and Responsibilities

The Manager, People and Culture will develop appropriate procedures and identify strategies for the implementation of associated action plans in relation to this Policy.

8. Key Stakeholders

The following will be consulted during the review process:

- People and Culture Branch;
- · Community and Cultural Services Branch;
- Library and Customer Services Branch;
- · Economic and Community Development Branch;
- Marketing and Promotion Branch.

9. Monitoring and Evaluation

All managers, and employees directly or indirectly involved in providing services to children and young people, are to ensure compliance with the Working with Children Policy and related procedures. All Council employees will be informed of the policy and procedures in recognition of the role everyone plays in protecting children and young people within the community.

Managers/Supervisors at all levels will have primary responsibility for monitoring compliance.

This policy shall be reviewed annually to ensure compliance with legislation to ensure the risk management strategy effectively addresses the risks of harm to children and young people.

Specific measures that will demonstrate the successful implementation and effectiveness of this policy include:

- All related and supporting documentation updated to reflect updated Policy and Procedure;
- Total number of Blue Card Holders in Council that have attended training;
- Council will undertake quarterly audit reporting to identify potential negative blue card notices.

10. Definitions

DIRECTLY INVOLVED: Involved with supervising children or young people, or having

direct contact with children or young people during an event or activity. Directly involved would be indicative of holding a Blue

Card.

INDIRECTLY INVOLVED: Not directly supervising or engaging with children or young

people. Is involved with decision making or the development of risk management plans and / or event or activity planning. May

not hold a Blue Card.

STAFF: Includes employees, volunteers, contractors [labour hire].

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11. Policy Owner

People and Culture Branch.