

## Corruption Controls Report

<b>Details</b>	Provide an overview of the current corruption controls including key mechanisms in place and improvements carried out in the reporting period.		
<b>Report Prepared by</b>	Principal Risk & Compliance Specialist, Ethical Standards Manager and Governance and Public Interest Disclosures Coordinator	<b>Reporting Period</b>	January to March 2022
<b>Overall Comments</b>	Fraud and corruption controls are in place, are effective and are being regularly reviewed for continuous improvement.		

Corruption Controls	Mechanisms in place and improvements made during reporting period
Fraud and Corruption Control Plan	<ul style="list-style-type: none"> <li>Council has a Fraud and Corruption Control Plan in place which sets the Framework for managing fraud and corruption. The Plan was reviewed in October/November 2021 and endorsed by the Executive Leadership Team (ELT) at its ELT Risk Committee meeting held on 6 December 2021.</li> </ul>
Fraud Risk Register	<ul style="list-style-type: none"> <li>The Fraud Risk Register is in place and had its annual review in line with the Fraud and Corruption Control Plan in October/November 2021. The Register was endorsed by the ELT at its ELT Risk Committee meeting held on 6 December 2021.</li> <li>The quarterly review of the Fraud Risk Register was undertaken and changes provided to the ELT Risk Committee in February 2022.</li> </ul> <p><i>Note: The Audit and Risk Management Committee is updated following ELT Risk Committee if an update is made to the Fraud Risk Register.</i></p>
Reporting and investigation of fraud and corruption	<ul style="list-style-type: none"> <li>Mechanisms are in place for reporting fraud and corruption including: <ul style="list-style-type: none"> <li>A Report a Concern internal intranet page which is promoted to all staff. This is a channel to report concerns (including public interest disclosures (PIDs)).</li> <li>The Ethical Standards Manager and CEO report suspected corrupt conduct through to the appropriate external agencies such as the Crime and Corruption Commission and Office of the Independent Assessor</li> <li>An independent external 'Fair Call' facility (currently provided by KPMG) continues to be offered to and used by employees to report possible fraud or corruption concerns. Reports provided by KPMG show a reduction in numbers during 2021.</li> </ul> </li> <li>Investigations into allegations of corrupt conduct are carried out by the Ethical Standards Manager, and effective fraud and corruption control practices are recommended to areas within Council.</li> </ul>
Complaints and Public Interest Disclosures (PIDs) and protections	<ul style="list-style-type: none"> <li>Work is continuing on new Complaints Report templates.</li> <li>Learnings from complaints and PIDs continue to be captured to drive improvements in service delivery.</li> <li>Council has 6 trained PID Support Officers who are available to support internal disclosers and witnesses.</li> <li>A PID Support Officer's toolkit has been developed providing a guide for managing interactions, work instructions, Queensland Ombudsman training notes as well as a Do's and Don'ts for the role of a support officer to raise awareness for disclosures.</li> <li>Subject officer support arrangements have been formalised with Council's Confidential Counselling Services – Access EAP.</li> <li>Council's PID Procedure has been updated with this information identifying the Manager responsible for liaison and referral to the service.</li> <li>The self-audit from the Queensland Ombudsman's Office (QOO) on Council's PID management has been successfully completed.</li> <li>As an ongoing performance measure, a section has been included in Outcome Letters that seeks feedback on the PID Process at Council. Feedback received will continue to be monitored and utilised to drive improvement across PID related processes to ensure a strong customer focus ensues while meeting compliance.</li> </ul>

	<ul style="list-style-type: none"> <li>• The efficacy of the recent awareness training on Conflicts of Interest during the recruitment process, which was undertaken by People and Culture, is evidenced by a marked improvement in the reporting style of identified COIs during recruitment.</li> </ul>
Fraud and corruption awareness training and education	<ul style="list-style-type: none"> <li>• The Ethical Standards Manager attends induction sessions weekly to provide an overview of: <ul style="list-style-type: none"> <li>○ Code of Conduct</li> <li>○ Where to locate policies, procedures, and administrative directives</li> <li>○ Focus areas including time sheet fraud, misuse of confidential information, conflicts of interest and secondary employment</li> <li>○ Advice on how to report concerns.</li> </ul> </li> <li>• An e-learning on Fraud and Corruption Awareness Training is available for all staff and completed by new staff following induction. Staff are required to complete the training every two years. The training has been updated to include extended content on PIDs.</li> </ul>
Reporting and data analysis related to fraud and corruption	<ul style="list-style-type: none"> <li>• A Conflict of Interest Report is provided monthly to the Governance and Public Interest Disclosure Coordinator and Ethical Standards Manager who have full visibility over all Conflicts of Interest in council.</li> <li>• Reports will continue to be provided monthly to ensure transparency and allow for improvements where required.</li> </ul>