

PID focus for 2021-22

In 2020, the Office carried out the first Self Assessment audit (SAA) to give agencies the opportunity to review the progress they have made in building PID management capability over the past 12 months. From the 2020 SAA data we identified five areas of focus that we will be targetting in our education and engagement this year. Agencies that address these five areas effectively will be building a positive pro-disclosure culture and meeting the obligations of PID Standard 1/2019.

1 Set the framework Have a PID Management Program

Having a framework in place simplifies the process when PIDs are made.

Each agency's PID management program will be influenced by its nature, size and geographic spread. There is no 'one size fits all' response. PID Standard 1/2019 provides details on what must be done, but not how it should be achieved.

In [developing a PID Management Program](#), agencies should:

- demonstrate commitment to encourage reporting of wrongdoing and supporting disclosers
- appoint a PID Coordinator with overall responsibility for managing PIDs
- provide officers who may receive PIDs with information about their responsibilities
- implement a communication strategy so all staff know how to report wrongdoing, and where to find your agency's PID procedure
- arrange specialised training for officers who may be involved in the management of a PID.
- analyse PIDs information to identify systemic issues and trends and inform improvements to service delivery, personnel management, business processes and internal controls.

2 Share the message Communicate regularly about PIDs

Regular communication and awareness activities about how to report wrongdoing are vital in reducing organisational risk linked to poor PID management.

If staff know how to report wrongdoing and trust that their report will be handled appropriately, they are more likely to use the agency's PID Procedure when they have concerns. When staff use the PID Procedure, the agency is better able to manage the risk of reprisal and maintain confidentiality.

3 Influence culture Provide PID information at induction

Onboarding new staff is not just a time to outline the duties of the job, it is an opportunity to establish that the agency values staff speaking up about wrongdoing.

Including information about PIDs in induction packs is an easy step that agencies can take to ensure new staff know how to make a PID, and what to expect when they do.

We have [two videos](#) you could add to your agency induction process:

- PIDs: Rights and Responsibilities of employees
- PIDs: Obligations of managers and supervisors

4 Build confidence Train managers and supervisors to respond to PIDs

Research shows that in the majority of cases staff report possible wrongdoing to their direct manager or supervisor before reporting through other avenues. All managers and supervisors need to know the kinds of conduct that are captured by the PID Act, and the process to follow if their staff come to them to report wrongdoing.

5 Develop expertise Provide specialised training to PID management staff

Providing comprehensive training to staff who have responsibility for dealing with PIDs can help reduce the risks associated with poor PID management. Specialised training will ensure people have the skills and knowledge they need to respond to PIDs effectively. It is particularly important for:

- Your agency's PID Coordinator
- Employees who may be called on to support those making a PID (designated PID Support Officers)

Building skills and knowledge in PID management is especially important for smaller agencies where PIDs may only be infrequently received.

How we support you

As the oversight agency for the PID Act, one of our main functions is to perform an educational and advisory role to support agencies in managing PIDs.

You can access:

- **advice and assistance in interpreting and applying the PID Act and PID Standards.**
- **feedback on your agency's PID Procedure**, whether developing a new procedure or reviewing an existing one.
- **[downloadable resources](#)** to help PID Coordinators understand how to effectively perform their role
- **regular free training** targeted at those with an important role to play in PID management. You can join with other agencies online for a general session, or we can provide tailored training to meet the needs of a particular audience within your agency.
- **quarterly PIDANT webinars** (Public Interest Disclosure Agency Network Training)
- **PIDmail** a monthly e-newsletter
- **RaPID** the PID reporting database

For more information email pidadmin@ombudsman.qld.gov.au



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