# **Integrity Framework**

2020



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# **Purpose**

The Integrity Framework outlines the instruments, mechanisms and responsibilities that help the department deliver on its strategic and business plans, outcomes and values. The Integrity Framework is:

**Driven by:** Overarching whole-of-government framework



Governed by: Department policies and guidelines



Managed by: Internal networks and support



Actioned by: Employee awareness and manager engagement

Our Integrity Framework supports a high level of honesty, objectivity, ethics and accountability by clearly demonstrating:

How the Integrity Framework underpins DAF's outcomes

The policies and guidelines that influence integrity

Internal responsibilities for ensuring an ethical environment

# How the Integrity Framework underpins our outcomes

# Whole-of-government legislative and policy framework

Legislation, directives, guidelines

## Department policies and guidelines

## Values

As individuals and as a department we embed the Queensland public service values in the way we do business. Our values complement the Code of Conduct for the Queensland Public Service (the Code of Conduct), which outlines the ethical standards that guide our behaviour as public servants.

We will act with integrity, upholding the highest professional standards, be transparent, flexible and professional in our approach and be accountable for our actions and ethical decisions. We have a zero tolerance approach to fraud, corruption and misconduct.

#### Strategic plan

Our strategies include building our capability in areas such as governance, embedding the public service values and our expected behaviours through good leadership and management practices.

Encouraging and responding positively to feedback and complaints, using the information to improve the way we work, minimising fraud, corruption and misconduct and making good, ethical decisions, underpins effective governance. Effective governance safeguards our corporate reputation, our ability to work with partners and effectively deliver for the Qld Government.

## Performance and development agreements

One of our strategic workforce plan key performance indicators is for staff to have Performance and Development Agreements (PDA) in place. PDA measures can include: ensuring staff are aware of their obligations under the Code of Conduct and undertake mandatory training, including ethical discussion topics in staff meeting agendas (at least quarterly), all Code of Conduct breaches are reported or actioned in accordance with legislative, policy and departmental requirements.

#### Service delivery

Delivery of government products and services

# **Integrity Framework in action**

#### Framework elements

Ethical decision making and appropriate behaviour

Fraud, corruption and misconduct control

Complaints management



# Overarching whole-of-government framework

- Public Sector Ethics Act 1994 requirement for ethics training to be made available to staff upon induction and regularly thereafter
- Human Rights Act 2019 to make decisions and act compatibly with human rights.
- Queensland Audit Office
- Crime and Corruption Commission (CCC) guidelines
- Public Interest Disclosure Act 2010
- Public Service Act 2008
- Information Privacy Act 2009
- Corruption in focus: guide for dealing with corrupt conduct (CCC)
- Ombudsman Complaints and PID Management

## Department policies and guidelines

- Code of Conduct
- Applying the Code of Conduct Supplement
- Declaration of interests and conflicts of interest policy and procedure
- Contact with Lobbyist Policy
- Other employment
- Intranet
- HR and financial delegations
- Work Health and Safety Policy Statement
- Work Health and Safety Strategy
- Recordkeeping Policy
- Recordkeeping Email Policy and Procedure
- Statement of Business Ethics
- Governance Framework

- Fraud, Corruption and Misconduct Control Policy, and Plan
- Risk Management Framework
- Financial Management Practice Manual (FMPM)
- SES Induction Handbook
- Sponsorship Policy
- · Gifts and Benefits Directive
- Employee Separation Checklist and Exit Survey
- Serious Discipline History Declaration
- Use of Internet, Email and Other ICT Facilities and Devices Policy and Procedure
- Social Media Policy
- Media Policy
- Annual Report
- Employment Screening Policy and Directive
- Criminal charge/conviction declaration/ serious discipline declaration
- Communication protocols ministerial staff and public service employees

- Complaints Management Policy
- Complaints procedures Employee, Customer and Conduct and Performance Complaints
- Public Interest Disclosure Policy and Procedure
- Information Privacy Compliance Policy and Complaint Management Procedure
- Complaints about the Director-General Policy and Procedure
- Corrupt Conduct Policy and Procedure
- Intranet

#### Internal networks and support

- Quarterly ethics updates for managers
- The Managers Handbook
- Ethics advice and guidance for managers and employees by emailing ethics@daf.qld.qov.au
- SES officers can seek advice from the Integrity Commissioner
- Employee awareness (intranet, ethics brochures)
- Fraud prevention topics in the quarterly ethics updates
- Fraud risk identification and policy implementation advice by emailing ethics@daf.qld.gov.au
- Financial controls advice by emailing daf.finance@daf.qld.gov.au
- Corruption Prevention Network Qld
- Annual audit program

- Complaints trends and information in the quarterly ethics updates
- HR network
- Complaints management advice by emailing <a href="mailto:ethics@daf.qld.gov.au">ethics@daf.qld.gov.au</a>
- Appointed CCC Liaison Officer and PID Coordinator

#### **Employee awareness and manager engagement**

- Regular ethics discussions in team meetings
- Queensland Ombudsman courses on ethics and good decisions
- Employee awareness (intranet)
- SES Induction Handbook
- Employee induction
- Annual employee online course
- SES (face to face) induction and one to one sessions with Governance and Ethics, HR
- CCC / PSC workshops
- Mandatory Fraud & Corruption Prevention awareness training (every 2 years)
- Employee awareness (intranet)
- Incorporated into annual or biannual employee training
- Employee and SES induction
- Annual Fraud Awareness and Corruption Prevention Week
- Queensland Ombudsman courses for high volume/priority areas; frontline complaints management, internal review, good decisions
- Employee awareness; intranet, guides for manager led discussions
- Incorporated into annual or bi-annual employee training
- Employee and SES induction
- One to one Governance and Ethics mentoring with key personnel