

Practicalities



Everyday at work

teamwork





It's a constant balance
of
proactive
and
reactive approaches



but reacting seems to
take up most of our time
so hang in there....

proactive



Code of conduct

Policies, procedures

Training - induction - communication

Changing the language

Identifying issues and trends

Every day at work

Code of conduct

the most important document you have
every day at work

- Who knows about it?
- Where is it?
- Can people find it?
- Who talks about it?
- How is it reinforced?
- Training?

follow me ...



reactive



- Advice
- Complaints management
- Disciplinary processes

what is a complaint?



have you got a clear idea
of what a complaint is?

what the.....



a complaint is ...



Any expression of dissatisfaction made to an organisation related to its product or service or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.

Guidelines for complaints handling organisations
Standards Australia 2007

complaint?



- Harassment, bullying
- Performance management issues
- Tit for tat
- I heard
- That's corrupt
- She complained about me, I'm complaining about her



managing complaints



The 3 Cs

Clarity

Consistency

Communication

investigations



Specialised skill set – need to be trained

For serious matters this should not be devolved



we have our ways of
making you talk.....

Protected disclosure



Be very clear about what this is

Protected Disclosures Act 1994

corrupt conduct?



Do you have a clear idea of what this is?

s8 ICAC Act 1988

involves



public official or public agency

partial or dishonest exercise of official functions

concerns conduct that could be
criminal or
result in disciplinary action or
be reasonable grounds for dismissal

statutory reporting



s11 ICAC Act

by principal officer

ICAC



Corrupt conduct

www.icac.nsw.gov.au

ph 8281 5999

ICAC Act 1988

Corrupt conduct – defined s8

Statutory reporting requirement – described s11

Investigation and corruption prevention reports
all on line and free

NSW Ombudsman



Maladministration

www.ombo.nsw.gov.au

ph 9286 1000

- Excellent training on managing complaints
- Information and assistance on web.

Fact sheets for public agencies

- 1 Apologies
- 3 Conflicts of interest
- 13 Maladministration
- 14 Natural justice/procedural fairness
- 22 Very difficult complainants
- 23 Whistleblowing (protected disclosures)
- 24 eXpectations in service provision

NSW AUDIT OFFICE



Serious and substantial waste [of public funds]

www.audit.nsw.gov.au

9275 7100

Further information



- Protected Disclosures Act 1994
- Division of Local Government, Dept Premier & Cabinet
http://www.dlg.nsw.gov.au/dlg/dlghome/dlg_index.asp
- State Records NSW <http://www.records.nsw.gov.au/>
- Standards Australia <http://www.standards.org.au/>
- Crime and Misconduct Commission Qld www.cmc.qld.gov.au
- Corruption and Crime Commission WA www.ccc.wa.gov.au
- ASIC www.asic.gov.au
- ABN Lookup
[www.abr.business.gov.au/\(evhcpd45pl3e0hemgoe1ogvd\)/main.aspx](http://www.abr.business.gov.au/(evhcpd45pl3e0hemgoe1ogvd)/main.aspx)
- Transparency International <http://www.transparency.org.au/>
- Corruption Prevention Network <http://www.corruptionprevention.net/>

at the end of some days

phewww....

