



Public Interest Disclosure Policy

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1 Document control

Version	Approved by	Approval date	Revisions
1	Chair, Library Board of Queensland	26/08/2011	Original document prepared following the release of <i>Public Interest Disclosure Act 2010</i> and PID standard. Replaces State Library Whistle-blowers Protection Policy.
2	Director Corporate Services	13/03/2015	Technical revision
3	Director Corporate Services	1/08/2016	Review Undertaken by Queensland Ombudsman with recommendations incorporated into policy
4	Chair, Library Board of Queensland	25/09/2019	Review undertaken by CAA and Queensland Ombudsman reflecting legislative changes
5	Chair, Library Board of Queensland	22/02/2022	Schedule review undertaken with Queensland Ombudsman

2 Authority

The policy is applied by the authority of the Chair of the Library Board of Queensland (LBQ).

3 Statement of Organisational Commitment

State Library of Queensland (State Library) is committed to fostering an ethical, transparent culture. State Library values the disclosure of information about suspected wrongdoing in the public sector so that it can be properly assessed and, if necessary, appropriately investigated.

State Library will provide support to an employee or other person who makes a disclosure 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 *Public Interest Disclosure Act 2010* (PID Act).

4 Purpose

The purpose of this policy is to outline how a Public Interest Disclosure (PID) can be made and how State Library will comply with the PID Act.

5 Scope

This policy applies to all State Library staff members regardless of their employment status, including casuals, volunteers and contractors. This policy also applies to members of the LBQ.

Members of the public and volunteers may make a PID (refer Section 10: How a PID can be made).

6 Definitions

Term	Definition
Administrative action	Means any action about a matter of administration, including, for example: <ul style="list-style-type: none">• a decision and an act; and• a failure to make a decision or do an act, including a failure to provide a written statement of reasons for a decision; and• the formulation of a proposal or intention; and• the making of a recommendation, including a recommendation made to a Minister; and• an action taken because of a recommendation made to a Minister. However, this does not include an operational action of a police officer or of an officer of the Crime and Corruption Commission (CCC).
CAA	Refers to the Corporate Administration Agency, which provides corporate services to the State Library including Human Resources Management.
Confidential information	Confidential information includes information: <ul style="list-style-type: none">• about the identity, occupation, residential or work address or whereabouts of a person who makes a PID or against whom a PID has been made;• disclosed by a PID;• about an individual's personal affairs; and• that if disclosed, may cause detriment to a person. Confidential information does not include information publicly disclosed in a PID 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 conduct	Conduct by anyone that adversely affects a public agency or public official so that the performance of their functions or the exercise of their powers: <ul style="list-style-type: none">• is not honest or impartial, or• knowingly or recklessly breaches public trust, or• involves the misuse of agency-related information or material.
Discloser	A person making a public interest disclosure.
Honest belief	The possession of information which a person has reason to believe is true.

Term	Definition
Maladministration	<p>Administrative action that:</p> <ul style="list-style-type: none"> • was taken contrary to law • was unreasonable, unjust, oppressive, or improperly discriminatory • was unreasonable, unjust, oppressive, or improperly discriminatory in the particular circumstances even though it is within the law • was taken for an improper purpose, or on irrelevant grounds, or having regard to irrelevant considerations • was an action for which reasons should have been given, but were not given • was based wholly or partly on a mistake of law or fact, or • was wrong.
Natural justice	<p>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.</p> <p>The rules of natural justice, which have been developed to ensure that decision making is fair and reasonable, are:</p> <ul style="list-style-type: none"> • avoid bias; and • give a fair hearing; and • act only on the basis of logically probative evidence.
Support	<p>Includes actions such as, but not limited to:</p> <ul style="list-style-type: none"> • providing moral and emotional support; • advising disclosers about 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 disclosure through the process; • referring the discloser to the Employee Assistance Program or arranging other professional counselling; • generating support for the discloser in their work unit where appropriate; • maintaining contact with the discloser; • negotiating with the discloser or their support officer for a formal end to their involvement with the support program when it is agreed that they no longer need assistance.
Public Interest Disclosure (PID)	<p>A public interest disclosure is a disclosure about wrongdoing in the public sector that serves the public interest. For an allegation to be considered a public interest disclosure under the <i>Public Interest Disclosure Act 2010</i> it must be:</p> <ul style="list-style-type: none"> • public interest information about serious wrongdoing or danger • an appropriate disclosure • made to a proper authority.
PID Act	<i>Public Interest Disclosure Act 2010</i>
Proper authority	A person or organisation that is authorised under the PID Act to receive disclosures. At State Library a 'proper authority' is any person in a supervisory or management position, the PID Coordinator, and the State Librarian and Chief Executive Officer.
Public sector entity	As defined at s.6 of the PID Act

Term	Definition
Public officer	(Refer s7 PID Act) is an employee, member or officer of a public sector entity. A member of the Legislative Assembly is a public service officer only for the purpose of making a PID. Within State Library, a public officer is any member of staff, whether permanent, temporary or casual. State Library volunteers are excluded from this definition.
Public sector contractor	A person who contracts to supply goods/services to an entity other than as an employee.
Reasonable grounds	Information or knowledge obtained directly by a person which may lead them to believe that a wrongdoing has occurred.
Reprisal	Causing, attempting to or conspiring to cause detriment to another person because, or in the belief that, they have made, or intend to make, a PID.
Case Management Model	Outlines the roles and responsibilities of CAA and State Library in managing Human Resource Management issues for State Library.
Specific	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.
Subject officer	A person about whom a PID is made.
Substantial	Substantial means 'of a significant or considerable degree'. It must be more than trivial or minimal and have some weight or importance.

7 What is Public Interest Disclosure?

What constitutes a PID depends on who is making the disclosure, with the PID Act distinguishing between disclosures made by a public officer (which excludes volunteers) and those made by any person.

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

Any person may make a PID about State Library staff conduct that may be:

- a substantial and specific danger to the health or safety of a person with a disability;
- a substantial and specific danger to the environment;
- conduct of another person that could, if proved, be a reprisal.

Members of the public and volunteers may choose to report PIDs externally to another appropriate entity, or if dissatisfied with State Library's response to a disclosure. Members of the public are encouraged to report PIDs regarding State Library staff to the State Librarian and Chief Executive Officer.

State Library staff members (who meet the definition of Public Officer) may make a PID about:

- a substantial and specific danger to the health or safety of a person with a disability; or
- a substantial and specific danger to the environment; or
- reprisal for making a PID; or
- corrupt conduct (as defined in the Crime and Corruption Act 2001); or
- maladministration that adversely affects a person's interest in a substantial and specific way; or
- a substantial misuse of public resources; or
- a substantial and specific danger to public health and safety.

Staff members are encouraged to report PIDs internally to their direct manager or the PID Coordinator. Staff members may choose other internal reporting pathways including reporting to another manager, a member of the Executive Management Team, or the State Librarian and Chief Executive Officer.

8 PID Management Program

The State Librarian and Chief Executive Officer has overall responsibility for ensuring that State Library develops, implements and maintains a PID management program. The State Library PID Management Program encompasses:

- the commitment to encouraging the internal reporting of wrongdoing;
- senior management endorsement of the value to State Library of PIDs and the proper management of PIDs;
- a communication strategy to raise awareness among employees about PIDs and State Library's PID Policy;
- a training strategy to give employees access to training 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 PID Coordinator;
- effective systems and procedures to ensure that issues and outcomes from PIDs inform improvements to service delivery, business processes and internal controls; and
- regular review of the Public Interest Disclosure Policy and evaluation of the effectiveness of the PID management program.

9 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. State Library supports the disclosure of information about wrongdoing because:

- implementing systems for reporting and dealing with wrongdoing contributes to the integrity of State Library;
- the outcomes of PIDs can include improvements to systems that prevent fraud and other economic loss to State Library; and
- 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 State Library and employees of State Library as a result of making a PID;
- immunity from liability – the disclosure cannot be prosecuted for disclosing the information but is not exempt from action if they have engaged in wrongdoing; and
- protection from defamation – the discloser has a defence against an accusation of defamation by any subject officer.

10 How a PID can be made

Ideally, PID information should include:

- the name and job title of the person who is subject to the disclosure;
- information about relevant events, dates and places;
- the names of people who may be able to provide additional information;
- the name and contact details of the person making the PID;
- other information relevant to the disclosure.

Disclosures:

- need not include all this information to be considered a PID. For example, a PID may include information about an event and date with the names of the employees unknown.
- can be made in any way, including verbally (in person or by telephone) or in writing (by letter, email or memo).

Disclosers of PIDs are encouraged to provide contact details so that State Library can provide support and feedback. The likelihood of a successful outcome is increased greatly if, when making a disclosure, the discloser makes their identity known.

Anonymous disclosures will be accepted either verbally, or in writing, and State Library is committed to assessing and, where appropriate investigating anonymous PIDs where sufficient information has been provided. Anonymous disclosers are advised that declining to provide name and contact information means it may not be possible for State Library to keep the discloser informed on the progress in handling the disclosure; or offer the protections afforded by the PID Act.

11 Disclosures may be made external to State Library:

For a disclosure regarding **other public sector entities** a disclosure may be made to the State Librarian and Chief Executive Officer, or to an officer of the entity who has the task of receiving or taking action on the type of information being disclosed.

- For **corrupt conduct**, a disclosure may be made directly to the Crime and Corruption Commission (CCC) on the grounds that they have the power to investigate or remedy such matters.
- For maladministration contact the Queensland Ombudsman.
- For misuse of public resources, contact the Queensland Audit Office.
- Disclosures can also be made to a **Member of Parliament**.
- Disclosures to a journalist - Any matter disclosed to the media will only receive protection under the PID Act if a disclosure of substantially the same information has been made previously and the entity to whom it was disclosed/referred:
 - decided not to investigate or deal with the disclosure; or
 - investigated but did not recommend taking action in relation to the disclosure; or
 - has not notified the discloser within 6 months of the disclosure being made whether or not the disclosure was to be investigated or 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.

If disclosures do not relate to a PID, they may still be an important complaint, go to www.complaints.qld.gov.au

For disclosures or complaints about the State Librarian and Chief Executive Officer, refer to the [State Library Policy – Complaints about the State Librarian and Chief Executive Officer](#).

12 False or misleading information

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

13 Reporting PIDs

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

State Library positions that can receive Public Interest Disclosures	Agencies that can receive Public Interest Disclosures
Any person (including employees) can make a disclosure to: <ul style="list-style-type: none">• PID Coordinator; or• any person in a supervisory or management position; or• the State Librarian and Chief Executive Officer.	Disclosures can be made to an agency that has a responsibility for investigating the information disclosed: <ul style="list-style-type: none">• 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 and safety of a child or young person with a disability;• Office of the Public Guardian for disclosures about danger to the health and safety of a person with a disability;• Department of Environment and Science for disclosures about danger to the environment;• a Member of the Legislative Assembly 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.
Chairperson, Library Board of Queensland	Disclosures about the State Librarian and Chief Executive Officer can be made to the Chairperson of the Library Board of Queensland.

14 Taking action

State Library will determine how to best manage a disclosure. Disclosures will be assessed as either:

- not warranting further action; or
- requiring further investigation; or
- being a matter for referral to another proper authority (i.e. the CCC).

Where further investigation is undertaken, State Library is committed to taking action on the findings of that investigation.

Once the matter has been assessed as a PID and a decision has been made as to how best to deal with it, an acknowledgement letter will be provided to the discloser confirming:

- that their information has been received and assessed as a PID
- the action to be taken by in relation to the disclosure
- the name and contact details of the support officer they can contact for updates or advice

- the discloser's obligations regarding confidentiality
- the protections the discloser has under the PID Act
- the commitment of the State Library 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 Employee Assistance Program.

14.1 Referring a PID

If State Library 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; or
- the agency has the power to investigate or remedy the matter.
- In these cases, the discloser will be advised of the action taken by State Library.
- It may also be necessary to refer the PID to another agency because of a legislative obligation. For example, a matter may be referred to the CCC 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 State Library to communicate with another agency about the referral of a PID. Officers will exercise discretion in their contacts with any other agencies.

14.2 Declining to take action on a PID

Under the PID Act, State Library 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 State Library from the performance of its functions; or
- another agency with jurisdiction to investigate the information has informed State Library that an investigation is not warranted.
- If a decision is made not to investigate or deal with a PID, State Library 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 State Librarian and Chief Executive Officer within 28 days of receiving the written reasons for decision.

14.3 Investigating a PID

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

- principles of natural justice;
- obligation under the PID Act to protect confidential information;
- obligation under the PID Act to protect officers from reprisal; and
- 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, State Library will consider if it is necessary to review systems, policies and procedures to identify whether there are improvements that can be made and if employee training is required.

15 Confidentiality

A PID is confidential and State Library will manage the disclosure and the process confidentially to minimise risk of reprisal for the discloser. There may be situations in which the discloser's identity can be inferred from some of the information required to be discussed to those involved. The details of the disclosure, any investigation and related records will be kept secure.

16 Support and feedback to disclosers

State Library will provide the discloser or the entity that referred the disclosure with reasonable information under s.32 of the PID Act, including:

- informing that the disclosure has been received;
- informing about the action State Library will take (or if no action is to be taken, informed of that), and likely timeframe;
- Where State Library decides not to investigate or deal with a public interest disclosure, written reasons are to be provided to the discloser;
- where appropriate, develop a case management plan for the discloser, having regard to the nature of the information disclosed, their duties and working environment, the potential for reprisals against them and their medical, psychological, emotional and other needs
- have regard to whether or not the discloser, or the subject employee, should be relocated or given a change in duties
- take such reasonable steps as are necessary to ensure that the discloser is not subjected to a reprisal by employees of the Office.
- if action is taken, informed about the outcomes of that action.

State Library makes a commitment to all staff lodging a PID that as soon as possible after receiving a PID, a risk assessment will be conducted to determine the appropriate level of protection and support.

When assessing the risk, an assessment of the discloser's need for support should also be conducted. Protective measures put in place shall be proportionate to the risk of reprisal, and if the risk is deemed sufficiently high an entity must prepare a protection plan to protect the discloser.

State Library will initiate and coordinate support for the discloser, as determined appropriate. Disclosers seeking additional support as a result of making a disclosure are urged to contact the PID Coordinator. For a discloser who is a staff member, support may include:

- acknowledging that making the PID was the right thing to do and valued;
- making a clear statement that State Library will support the discloser;
- appointing an appropriate person and regularly checking on their wellbeing, where needed;
- advising them of the availability of the Employee Assistance Service.

A discloser will be advised of:

- the importance of maintaining confidentiality;
- the protections of the PID Act that will apply;
- that the entity will keep the discloser's identity confidential, except as allowed under the PID Act;
- who to contact if they want further information or are concerned about reprisals.

17 Protection of disclosers

It is State Library policy to provide the strongest protection possible for a discloser who makes a PID.

17.1 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 the State Library 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.

Complaints that primarily question the relative merits of government or State Library policy are not public interest disclosures and will not be dealt with under this policy.

17.2 Protection from reprisal

All staff are protected from reprisal, not just the discloser. Reprisal taken mistakenly against a staff member in the belief that they are a discloser is an offence. Reprisal taken against potential witnesses in a PID matter is also an offence. Reprisal may include such actions as unfair treatment, harassment, intimidation, victimisation, or unlawful discrimination as a result of making a disclosure.

If any of the above does occur, the person has the right to request that the organisation take positive action to protect them. All managers must immediately notify the PID Coordinator of any allegations of reprisal action against a discloser, or if they themselves suspect that reprisal action against a discloser is occurring.

There is no time limit on the protection against reprisal under the PID Act.

Making a PID does not protect staff from any reasonable management, disciplinary or criminal action if the staff member has been involved in improper conduct or their performance is unsatisfactory.

17.3 Responding to reprisals

Where reprisal action is identified, State Library will act to protect the discloser. The nature of the protection is dependent upon the circumstances and seriousness of the reprisal. Any staff member found to have engaged in reprisals may be the subject of disciplinary action. Dependent upon the allegations, the staff member may also require referral to the CCC or police.

State Library 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, State Library will:

- attend to the safety of the discloser (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.

18 Rights of subject officers

State Library is committed to treating disclosures fairly. The rights of any person who is the subject of, or is associated with a disclosure, are important. If a PID is made against you, you are entitled to confidentiality and the presumption of innocence.

Staff members who are the subject of a PID may seek assistance from their legal representative or union and may also wish to contact the Employee Assistance Service for advice and support.

All staff members should remember their responsibilities under the Code of Conduct. Staff members who participate in any investigation are performing their duty as required under the Code. They should not be treated adversely because of their involvement and any staff members found to have engaged in reprisals will be the subject of disciplinary action.

19 Commitment to record-keeping and reporting

The PID Coordinator shall manage all recording and reporting requirements in accordance with the legislative and administrative requirements of the PID Act, and section 7 of the *Public Interest Disclosure Standard No. 1/2019*.

20 Responsibilities

Role	Responsibility
State Librarian and Chief Executive Officer	Maintain PID procedures and systems and compliance with the PID Act.
PID Coordinator	<ul style="list-style-type: none">The PID Coordinator is responsible for coordination of State Library's PIDs to the oversight body, the Queensland Ombudsman; and responsible for monitoring the investigation and resolution of PIDs and managing support and protection for disclosers. Responsibilities are outlined at Appendix.The Executive Director, Corporate Governance and Operations, is State Library's PID Coordinator, and will be assisted by State Library staff as required.
Managers and Supervisors	<ul style="list-style-type: none">Maintain an ethical culture and lead by example (for example, make a PID through appropriate channels when wrongdoing is identified);Raise awareness with staff about PIDs and encourage staff to report wrongdoing;Respond to a reported PID using State Library's established process;Support disclosers and minimise the risk of reprisal;Notify the PID Coordinator if they believe any staff member is suffering detriment as a result of making a PID;Maintain confidentiality and keep appropriate records.
State Library staff members, volunteers, contractors and consultants	<ul style="list-style-type: none">Act ethically and comply with the Code of Conduct for the Queensland Public Service.Report suspected wrongdoing or danger to a proper authority and maintain appropriate confidentiality.
Corporate Administration Agency (CAA)	<ul style="list-style-type: none">Under the State Library's Case Management Model, CAA may review and confirm the status of a PID, and/or investigate and make recommendations on the PID, in accordance with the relevant legislation and standard.The CAA may assist the State Library PID Coordinator as required in the strategic management of a PID.

21 Further information

A copy of the PID Act, the PID Standards, and other legislation referred to in this Policy can be viewed at <https://www.legislation.qld.gov.au>

The policy should be read in conjunction with:

[Code of Conduct for the Queensland Public Service](#)

[Complaints about the State Librarian and Chief Executive Officer](#)

Additional resources:

[Queensland Ombudsman: PID Resources](#)

22 Legislative and policy basis

This policy has been developed in line with the following legislation:

Public Interest Disclosure Act 2010 (the PID Act)

Public Sector Ethics Act 1994

Crime and Corruption Act 2001

Disability Services Act 2006

23 Approval

Approved by resolution of the Library Board of Queensland on 22 February 2022. RES/2022/09

Appendix – PID Coordinator role and responsibilities

The position of Executive Director Corporate Governance and Operations, is State Library's PID Coordinator, and will be assisted by other State Library staff as required. As PID Coordinator, they are responsible for applying consistent and appropriate assessment procedures to assist the State Librarian and Chief Executive Officer to determine which complaints meet the requirements of the PID Act for treatment as a PID, including:

- Monitoring the investigation and resolution of PID's;
- Managing and co-ordinating the support and protection offered to disclosers;
- Ensuring the security and confidentiality of the reporting system;
- Collecting, reporting and reviewing data about PID's received and liaising with relevant authorities PSC regarding information requirements under legislation and the PID Standard;
- Providing clear guidance to staff about how to make a PID.

The role of the State Library PID Coordinator is to:

- Receive a PID from staff member, State Librarian and Chief Executive Officer, manager, the public or external agency;
- Initially assesses the PID to confirm:
 - that it meets either the subjective or objective test set out in the PID Act, and
 - liaise with the State Librarian and Chief Executive Officer as required;
- Collate and publish statistics on PID's and prepare information annually for the State Librarian and Chief Executive Officer;
- Ensure State Library carries out its responsibilities under the PID Act including its obligations to Subject Officers;
- Manage communication to the discloser/referring entity;
- Refer a PID to another entity if appropriate;
- Advise the discloser about what making a PID means, endeavour to ensure that the expectations of the discloser are realistic and co-ordinate and provide support to the discloser;
- Assess the immediate protection needs of the discloser and make a recommendation to the State Librarian and Chief Executive Officer regarding appropriate strategy;
- Listen and respond to any concerns of harassment, intimidation or victimisation in reprisal for making a PID;
- Work with management to foster a supportive work environment.

The PID Coordinator shall manage State Library's record-keeping and reporting in accordance with the *Public Interest Disclosure Standard No. 1/2019*, including:

- Establish and maintain a confidential filing system;
- Keep records of all PIDs made, specifically:
 - the name of the person making the PID (if known);
 - the information disclosed;
 - the name of the Member of the Legislative Assembly who referred the PID, if applicable;
 - any action taken on the PID;
 - any other information required under the *Public Interest Disclosure Standard No. 1/2019*.
- Report statistical information on PIDs to the Queensland Ombudsman (oversight agency), as per the *Public Interest Disclosure Standard No. 1/2019*

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