



Policy

Public Interest Disclosure

Policy ref:	PP-028-V3-2015		
Maintained by:	People and Planning Branch & PID Coordinator	File:	695/125/008
Review date:	April 2018 (and at other times if any significant new information or legislative or organisational change warrants a change to this document)		

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 SLQ Whistle-blowers Protection Policy.
2	Director Corporate Services	13/03/2015	Technical revision
3	Director Corporate Services	1/8/2016	Review undertaken by Qld Ombudsman with recommendations incorporated into policy.

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 (SLQ) is committed to encouraging and supporting the reporting of wrongdoing by staff and members of the public.

It is vital for the reputation of SLQ and the wellbeing of staff that attention is drawn to situations which need to be rectified. Making a public interest disclosure (PID) assists SLQ to:

- Provide support to employees and members of the public who identify and report wrongdoing
- Prevent future occurrences of a wrongdoing by the person responsible.
- Demonstrate that wrongdoing will not be tolerated and will be dealt with appropriately, and so discourage other people who may be tempted to engage in similar behaviour.

Under the Code of Conduct for the Queensland Public Service, members of the LBQ, SLQ staff, volunteers, contractors and consultants have an ethical responsibility to disclose wrongdoing.

SLQ will demonstrate a commitment to educating staff on PID issues as part of corporate training programs and communication strategies to raise staff awareness of PID procedures.

4 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

Anti-Discrimination Act 1991

5 Purpose

The purpose of this policy is to;

- outline the commitment of the SLQ for encouraging the internal reporting of wrong-doing,
- provide support for staff that make PID, and
- facilitate the procedures for appropriate action, resolution and protection for disclosers.

This document has been prepared to comply with the requirements for a PID management program as stated under s28 of the *PID Act* and the *Public Interest Disclosure Standard No 1*.

6 Scope

This policy applies to all SLQ staff 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 9 of this Policy).

7 Policy statement

SLQ is committed to meeting responsibilities for managing public interest disclosures to assist staff members and others to report wrongdoing under the *PID Act*.

8 Definitions

Term	Definition
Administrative action	<p>an act or omission about a matter of administration and includes, for example -</p> <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• a 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; <p>and does not include an operational action of a police officer or of an officer of the Crime and Corruption Commission.</p>
CAA	<p>the Corporate Administration Agency which provides Corporate Services to SLQ including Human Resource Management.</p>

Term	Definition
Corrupt Conduct	<p>The <i>Crime and Corruption Act 2001</i> defines corrupt conduct in section 15 as:</p> <p>(1) <i>Corrupt conduct</i> means conduct of a person, regardless of whether the person holds or held an appointment, that—</p> <p>(a) adversely affects, or could adversely affect, directly or indirectly, the performance of functions or the exercise of powers of—</p> <p style="padding-left: 40px;">(i) a unit of public administration; or</p> <p style="padding-left: 40px;">(ii) a person holding an appointment; and</p> <p>(b) results, or could result, directly or indirectly, in the performance of functions or the exercise of powers mentioned in paragraph (a) in a way that—</p> <p style="padding-left: 40px;">(i) is not honest or is not impartial; or</p> <p style="padding-left: 40px;">(ii) involves a breach of the trust placed in a person holding an appointment, either knowingly or recklessly; or</p> <p style="padding-left: 40px;">(iii) involves a misuse of information or material acquired in or in connection with the performance of functions or the exercise of powers of a person holding an appointment; and</p> <p>(c) is engaged in for the purpose of providing a benefit to the person or another person or causing a detriment to another person; and</p> <p>(d) would, if proved, be—</p> <p style="padding-left: 40px;">(i) a criminal offence; or</p> <p style="padding-left: 40px;">(ii) a disciplinary breach providing reasonable grounds for terminating the person’s services, if the person is or were the holder of an appointment.</p>
Detriment	<p>Detriment includes:</p> <p>personal injury or prejudice to safety</p> <p>property damage or loss</p> <p>intimidation or harassment</p> <p>adverse discrimination, disadvantage or adverse treatment about career, profession, employment, trade or business</p> <p>financial loss</p> <p>damage to reputation, including, for example, personal, professional or business reputation</p>
Discloser	a person making a public interest disclosure.
Disability	<p>Means a permanent disability or one likely to be permanent:</p> <p>That is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of impairments, and</p> <p>That results in:</p> <ul style="list-style-type: none"> - A substantial reduction of the person’s capacity for communication, social interaction, learning or mobility, and <p>The person needing support</p>
Management action	any action (verbal or physical) by a person in a more senior position that impacts on an staff member.

Term	Definition
Maladministration	<p>Is administrative action that was:</p> <ul style="list-style-type: none"> • Taken contrary to law, or • Unreasonable, unjust, oppressive, or improperly discriminatory, or • Unreasonable, unjust, oppressive, or improperly discriminatory in the particular circumstances even though it is within the law, or • Taken for an improper purpose, or on irrelevant grounds, or having regard to irrelevant considerations, or • An action for which reasons should have been given, but were not given, or • Based wholly or partly on a mistake of law or fact, or <p>Wrong</p>
Public Interest Disclosure (PID)	<p>Is a disclosure of information about suspected wrongdoing or danger (specified in the <i>Public Interest Disclosure Act 2010</i> sections 12 and 13), made to an appropriate public sector entity that has the responsibility or power to take appropriate action about the information disclosed or to provide an appropriate remedy.</p>
PID Act	<i>Public Interest Disclosure Act 2010</i>
Proper authority	a public sector entity or a Member of the Legislative Assembly to whom a disclosure may be made.
Protected Discloser	<ul style="list-style-type: none"> • Protected Discloser means a person who makes a public interest disclosure in accordance with provisions contained within the <i>Public Interest Disclosure Act 2010</i> and who is granted protected status (previously known as ‘whistleblower protection status’)
Public Funds	<ul style="list-style-type: none"> • Public Funds are funds available to, or under the control of, a public sector entity and include, for example, public moneys within the meaning of the <i>Financial Accountability Act 2009</i>.
Public sector entity	<ul style="list-style-type: none"> • a committee of the Legislative Assembly; • the parliamentary service; • a court or tribunal, and the administrative office of a court or tribunal; • the Executive Council; • a department (includes Queensland Ambulance Service, Fire & Rescue, and Queensland Police Service); • a local government • a university, university college, TAFE institute or statutory TAFE institute; • the agricultural college; • an entity established under an Act or State or local government authorisation for a public state or local government purpose; • an entity, prescribed by regulation, that is assisted by public funds
Public officer	(see s7 <i>PID Act</i>) 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 SLQ, a public officer is any member of staff, whether permanent, temporary or casual. SLQ 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.
SLQ Case Management Model	outlines the roles and responsibilities of CAA and SLQ in managing Human Resource Management issues for SLQ.
Subject Officer	a person about whom a PID is made.

Term	Definition
Reasonable Management Action	<p>Taken by a manager in relation to an employee, includes any of the following taken by the manager:</p> <ul style="list-style-type: none"> A reasonable appraisal of the employee's work performance A reasonable requirement that he employee undertake counselling A reasonable suspension of the employee from the employment workplace A reasonable disciplinary action A reasonable action to transfer or deploy the employee A reasonable action to end the employee's employment by way of redundancy or retrenchment A reasonable action in relation to the employee's failure to obtain a promotion, reclassification, transfer or benefit, or to retain a benefit, in relation to the employee's employment
Reprisal	<p>Reprisal means causing, attempting to or conspiring to cause, detriment to another because, or in the belief that, they have made, or intend to make, a public interest disclosure.</p>

9 What is a 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 and those made by any person (members of the public and contractors or volunteers).

The following matters can be the subject of a public interest disclosure, **provided that the disclosure meets either the subjective or the objective test** as set out in the *PID Act*.

Any person (including members of the public) may make a PID about SLQ 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 as a first step, or if dissatisfied with SLQs response to a disclosure. Members of the public are encouraged to report PIDs regarding SLQ staff to the State

SLQ staff members (excluding contractors and volunteers) may also 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
- conduct of another person that could, if proved, be a reprisal.
- corrupt conduct or (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 or to the environment.

Staff members are encouraged to report PIDs to their direct line manager or the PID Coordinator. Staff members may choose other internal reporting pathways including reporting to the Manager, Integrity and Risk, a member of the Executive Team, or the State

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;
- 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).
- are encouraged to provide contact details so that SLQ 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 (including via telephone), or in writing, and SLQ 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 SLQ to keep the discloser informed on the progress in handling the disclosure; or offer the protections afforded by the *PID Act*.

External Reporting Options

A person may make a disclosure to an external entity. This may be done as a first step, or where the person is not satisfied with SLQ's response to the disclosure. While SLQ urges disclosures to be made to someone in SLQ, SLQ will respect and support an employee or member of the public if they disclose to an appropriate external entity.

Disclosures may be made to the following external entities:

- The Crime and Corruption Commission if it concerns corrupt conduct

- The Queensland Ombudsman if it concerns maladministration
- Queensland Audit Office if it concerns misuse of public funds
- A Member of Parliament

Disclosers should be aware that when they disclose to an external entity, it is very likely that the entity will discuss the case with SLQ. SLQ will make every effort to assist and cooperate with any entity dealing with a public interest disclosure to work towards a satisfactory outcome.

The discloser will not receive protections under the PID Act where a disclosure is made to an organisation other than one that can investigate and deal with the matter.

11 Reporting PIDs

<p>Staff members are encouraged to report PIDs to their direct manager or the PID Coordinator. Staff members may choose other internal reporting pathways including reporting to the Manager, Integrity and Risk, a member of the Executive Team, or the State Librarian</p> <p>If You Are a Staff Member</p>	<p>If You Are a Member of The Public</p> <p>You can raise a complaint in a variety of ways including directly to staff members on information desks, by completing a hard copy feedback form and submitting this to a customer service representative or completing an online complaints form. Alternatively you can raise your complaint with the State Librarian.</p>
<p>Your Manager or Supervisor</p>	<p>A Customer service representative onsite at the library; or</p>
<p>The Manager, Integrity and Risk Level 5, Administration Ph 3842 9495 Mark.beckett@slq.qld.gov.au</p>	<p>Online at: http://www.slq.qld.gov.au/about-us/contact-us</p>
<p>The Director, Corporate Services Rita.mclucas@slq.qld.gov.au</p>	<p>The State Librarian OSL@slq.qld.gov.au Ph: (07) 3842 9204</p>
<p>The State Librarian OSL@slq.qld.gov.au Ph: (07) 3842 9204</p>	

12 Roles and Responsibilities

Role	Responsibility
State Librarian	<ul style="list-style-type: none">• Maintain PID procedures and systems and compliance with the <i>PID Act</i>.
PID Coordinator	<ul style="list-style-type: none">• The PID Coordinator is responsible for coordination of SLQ'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 A.• The Director, Corporate Services, is SLQ's PID Coordinator, and will be assisted by SLQ staff as required.
SLQ 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 SLQ'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.
SLQ staff members, volunteers, contractors and consultants	<ul style="list-style-type: none">• Act ethically, and comply with the Code of Conduct.• 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 SLQ Case Management Model, CAA will 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 will assist the SLQ PID Co-ordinator as required in the strategic management of a PID.

13 Taking action

Assessment

The Manager, Integrity and Risk will assess if the matter may constitute a public interest disclosure (public interest disclosure) under the *Public Interest Disclosure Act 2010* and report the matter to the Queensland Ombudsman Office.

In making this assessment, the Manager, Integrity and Risk will consult with the Director, Corporate Services and may obtain independent expert advice from other relevant stakeholders; ensuring confidentiality is maintained as required.

Once it is determined that a public interest disclosure has been made, the discloser will be considered an 'internal witness'. The contact details of People and Planning or a nominated contact officer will be provided to the internal witness as the local first point of contact.

People and Planning or the nominated contact is to initiate discussion with the internal witness to facilitate assistance, support or protection that the internal witness may require at the local level, timeframes for resolution of the disclosure of information and how the internal witness will be advised of progress and outcomes. It is the role of People and Planning to undertake risk assessments with the discloser regarding the potential for Reprisal.

False or Misleading Information

It is an offence under the *Public Interest Disclosure Act 2010* to intentionally make a false or misleading statement intending it be acted upon as a public interest disclosure. It is an indictable offence which carries a maximum penalty of 2 years imprisonment or a fine to the maximum value of 167 penalty units. As at July 2014 the value of a penalty unit was \$110. Any employees who make a false or misleading statement will be subject to disciplinary action.

Management

The manner in which a disclosure is dealt with is governed by the Policy: Managing Employee Complaints. It may be determined that an investigation, disciplinary process or system review is the most appropriate way to deal with the disclosure. It may also be decided that another agency is more capable of dealing with the discloser; therefore the matter will be referred to that agency under the provisions of the *Public Interest Disclosure Act 2010*. Where an employee disclosure is referred to another area of SLQ or the Department for investigation or other action or to an external entity such as the Crime and Corruption Commission, the discloser will be advised of this.

SLQ will provide the discloser, in writing (letter or email) advice and assistance on the process including information on the action taken or proposed to be taken as a result of the disclosure, the estimated timeframes, confidentiality, protections under the act and details of a contact person if applicable. At the conclusion of the process, the discloser will be provided with outcome advice explaining what action was taken to address the disclosure.

The unit managing the disclosure (People and Planning, CAA or the Work Unit) are responsible for ongoing contact with the discloser and providing updates and undertaking risk assessments regarding reprisal, as the matter progresses. The unit managing the matter must also provide updates to the Manager, Integrity and Risk.

Finalisation of Public Interest Disclosure Matters

Once the matter is concluded outcome advice will be provided to discloser by People and Planning or CAA identifying the following:

- What action was taken.
- If the matter was substantiated or not
- If disciplinary action or managerial action is taken against a subject officer
- Any systemic issues identified and proposed action to be taken to rectify

The discloser will not be provided with the penalty imposed against a subject officer due to privacy consideration. If requested the Manager, Integrity and Risk of Executive Manager, People and Planning can meet with the discloser and explain the outcome further.

Right of Review

Under the *Public Interest Disclosure Act 2010*, a discloser can apply for review to the Chief Executive, Metro South Health where the disclosure formally assessed as a public interest disclosure but Metro South Health decides to take no action. Under section 30 of the Act, a person who received written reasons may apply to the Chief Executive within 28 days for a review of that decision.

In the case where a discloser provides information and after formal assessment, the Manager, Staff Complaints determines the information does not meet the threshold of the Act and therefore is assessed as **not** being a public interest disclosure, the discloser may make a complaint about the decision to the Queensland Ombudsman.

14 Confidentiality

A PID is confidential and SLQ 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 process will be kept secure.

15 Disclosure to a Journalist

In limited situations, a discloser may receive protections under the *Public Interest Disclosure Act 2010* if they chose to make a disclosure to a journalist.

Protections apply if a person **has previously made a disclosure** (public interest disclosure) of substantially the same information and the organisation to which the disclosure was referred:

- Decided not to investigate or deal with the matter
- Investigated the disclosure but decided not to recommend the taking of any action in relation to the matter
- Did not notify the person within six (6) months after the date of the disclosure was made, whether the matter would be investigated or not

16 Support and feedback to disclosers

The PID Coordinator 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 SLQ will take (or if no action is to be taken, informed of that), and likely timeframe;
- if action is taken, informed about the outcomes of that action.

SLQ makes a commitment to all staff lodging a PID that as soon as possible after receiving a PID, SLQ will conduct a risk assessment 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.

SLQ 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 SLQ 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.
- Transfer or modification of their role (such as reporting relationship)

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 SLQ policy to provide the strongest protection possible for a discloser who makes a PID.

17.1 A public interest disclosure is protected if the following criteria are met:

- a. It is one of the matters outlined in section 9 of this Policy, and the disclosure is made with an honest belief based on reasonable grounds;
- b. It is made by a person entitled to make that sort of disclosure;
- c. It is made to an appropriate public sector entity in the honest belief that either the entity has the power to investigate or remedy the matter, or because the matter is about the conduct of the entity or any of its officers.

Some disclosures are not protected by the *PID Act*, including:

- disclosures made to the media (except in special circumstances, refer to s.20 of the *PID Act*).
- those made frivolously or vexatiously;
- those which primarily question the relative merits of government or agency policy; and
- those that are made substantially to avoid disciplinary action.

17.2 Protection from reprisal

All staff are protected from reprisal, not just the discloser. Reprisal action taken mistakenly against a staff member in the belief that they are a discloser is an offence. Reprisal action taken against potential witnesses in a PID matter may also be 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, SLQ 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.

18 Rights of subject officers

SLQ 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.

A subject officer may, in certain circumstances be provided with information that will identify a discloser. These circumstances include the provision of natural justice to the subject officer and it is unlikely that reprisal action would be taken section 65(4) of the *Public Interest Disclosure Act 2010*.

Subject officers are to remain cognisant of their own behaviour and obligations under the Code of Conduct. A person who has made a disclosure of information, or participated in the process of dealing

with a disclosure, are doing so to meet their own obligations and duty, and therefore are not to be treated adversely because of their involvement in any process.

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 Co-ordinator 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*.

20 Further information

A copy of the *PID Act*, 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:

Public Interest Disclosure Standard

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

Additional Resources:

How to make a PID:

- [Queensland Ombudsman: PID Resources](#) (for disclosers)
- [Making a Public Interest Disclosure: A guide for individuals working in the public sector](#)

Information for managers or supervisors:

- [Queensland Ombudsman: PID Resources](#) (for entities)
- [Handling a Public Interest Disclosure: A guide for public sector managers and supervisors](#)

21 Approval

Rita McLucas
Director Corporate Services

1/08/2016

Appendix A – PID Coordinator role and responsibilities

The position of Manager, Integrity and Risk, is SLQ's delegated PID Co-ordinator, and will be assisted by other SLQ staff as required. In the event the Manager, Integrity and Risk is unavailable, the Director Corporate Services has the delegated authority to act as the PID Coordinator. As PID Coordinator, they are responsible for applying consistent and appropriate assessment procedures to assist the State Librarian 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 SLQ PID Co-ordinator is to:

- Receive a PID from staff member, State Librarian, 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 as required;
- Collate and publish statistics on PID's and prepare information annually for the State Librarian;
- Ensure SLQ 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 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 Co-ordinator shall manage SLQs record-keeping and reporting in accordance with the *Public Interest Disclosure Standard No. 1*, 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.

- Report statistical information on PIDs to the Queensland Ombudsman (oversight agency), as per the *Public Interest Disclosure Standard No. 1*.