

PUBLIC INTEREST DISCLOSURE MANAGEMENT PLAN



OLAO/2019/024
Version 1.0

Effective Date: 15/04/2019
Last Reviewed: 26/04/2025

Purpose

This Public Interest Disclosure Management Plan has been prepared to comply with s 28 of the [Public Interest Disclosure Act 2010](#) (the PID Act) and [Public Interest Disclosure Standard No.1](#) (the Standard) issued by the Queensland Ombudsman under s 60 of the PID Act.

Under the PID Act, Public Interest Disclosures (PIDs) may be made by employees of a public sector entity and by members of the public. This PID Management Plan should be read in conjunction with the office of the Land Access Ombudsman's (LAO) PID Policy and Procedure.

Scope

This management plan applies to all permanent and temporary full-time, part-time employees and contractors of the office of the LAO.

Procedures

The Standard requires the LAO to develop, implement and maintain a management program for PIDs that addresses the following issues:

1. Organisational commitment to encourage internal reporting of wrongdoing and support disclosers

The Land Access Ombudsman and senior managers of the office of the LAO:

- recognise the important role disclosers play in identifying wrongdoing and thus improving the integrity and performance of the LAO and deterring wrongdoing
- are committed to ensuring that PIDs are properly assessed, investigated and dealt with
- recognise the value and importance of providing protection to employees who report wrongdoing using appropriate internal or external channels
- are committed to ensuring that appropriate consideration is given to the interests of persons who are the subject of a PID
- are committed to ensuring that disclosers are provided with appropriate support.

The Land Access Ombudsman will take all reasonable steps to protect an employee from any detrimental action by way of a reprisal taken because they have made a PID.

2. Senior management endorsement of the value of PIDs and the proper management of PIDs and disclosers

The Land Access Ombudsman and senior managers of the LAO recognise that, for the LAO to have a successful disclosure program, it is critical that managers commit to the implementation of the LAO's PID Management Plan, policies and procedures in relation to disclosures.

Senior managers of the LAO encourage any employee who considers that they have witnessed wrongdoing to come forward and make a disclosure. Senior managers of the LAO believe that disclosing

wrongdoing is in accordance with the LAO's ethical culture acting with integrity. It recognises the benefit to the LAO of encouraging employees to report wrongdoing.

When employees come forward with information about wrongdoing, managers commit to:

- protecting the dignity, wellbeing, career interests and good name of all persons involved
- protecting the discloser from any adverse action taken because of making the disclosure
- dealing with any bullying, harassment, unfair treatment, victimisation or discrimination that results from a disclosure
- responding to the disclosure thoroughly and impartially
- taking appropriate action to deal with wrongdoing
- keeping the discloser informed of progress and the outcome.

Senior managers of the LAO also recognise that members of the public may have information about the operations of the LAO that meets the criteria for a PID. Members of the public are encouraged to report this information to the PID Co-ordinator. A PID made by a member of the public will be acknowledged. The discloser will be informed about the outcome of the PID assessment and any action taken because of the disclosure.

3. A communication strategy for raising employee awareness about PIDs and the Office's PID procedures

The Land Access Ombudsman recognises that critical to the success of its PID Management Plan is employee awareness of the plan and associated procedures. The LAO's communication strategy involves the following:

- periodically sending out a message from the Ombudsman that reconfirms the LAO's commitment to the PID Act, as well as other information and reminders about the LAO's PID reporting system
- providing the contact details for the LAO's nominated PID coordinator in the LAO's internal phone list
- including information about PIDs in the LAO's induction program for new employees.

4. A training strategy for employees

The Land Access Ombudsman recognises the importance of educating employees on PID issues and ensuring that ongoing training is provided.

As part of the ethics and Code of Conduct training that every employee is required to attend annually, a segment on the operation of the PID Act will be included. This will be formalised in the LAO's training plan. The training will cover:

- how to identify wrongdoing
- how to make a PID
- the support and protection to be afforded to disclosers
- how PIDs will be managed by the LAO.

In addition, senior managers of the LAO will receive training annually on their obligations in relation to handling PIDs.

5. The appointment of a nominated officer responsible for issues related to the management of PIDs

The PID Co-ordinator is the nominated officer responsible for issues related to the management of PIDs. The PID Co-ordinator has:

- direct access to the Land Access Ombudsman in relation to PID matters
- delegated authority to appropriately manage PIDs
- access to resources to allow for the proper management of PIDs.

A member of the public or an employee of the LAO can make a disclosure to the PID Co-Ordinator by way of:

By email: corporatelao@lao.org.au

By post: Attn: PID Coordinator
Office of the Land Access Ombudsman
Reply Paid 87700
PO Box 15148, City East QLD 4002

By phone: 07) 3181 2411 (and ask to speak to the Senior Dispute Resolution Officer)

6. Ensure that effective systems and procedures are in place for issues arising from PIDs to inform improvements to service delivery, business processes and internal controls

At the conclusion of a PID investigation, the PID Co-ordinator is responsible for assessing whether any systemic issues exist, and change needed to the LAO's policies and procedures or internal controls. The PID Co-ordinator will, within 60 days of the conclusion of the PID investigation, report to the Land Access Ombudsman with any recommendation for appropriate change.

7. Provide a mechanism for regular evaluation and monitoring of the effectiveness of PID policies and procedures

The PID Co-ordinator, as the nominated officer responsible for issues related to the management of PIDs, will conduct an annual review of the effectiveness of the LAO's PID Management Plan and Procedure.

Review

This PID management plan will be reviewed within one year of the approval date.

Approval



Jane Pires
Land Access Ombudsman

12/5/2025

Version history

VERSION	DATE	ACTION	DESCRIPTION / COMMENTS
1.0	15/04/2019		First release
1.1	15/04/2020	Amend SIO to SDRO	Internal review
1.2	24/3/2021	Added Scope Amended Senior Dispute Resolution Officer to PID Co- ordinator	Internal Review
1.3	12/11/2023	Minor amendments	Internal review
1.4	7/5/2025	Minor amendments	Internal review

Keywords

Public interest disclosure, wrongdoing