Ethical Decision Making
Learning objectives

- Ethics Principals
- Understanding your responsibilities and reporting lines
- Where to go for further information
- Ethical Decision Making Model
Ethics in the public service
Queensland public service agencies and their employees are required to make ethical decisions, be accountable for their actions, and demonstrate integrity.

Declarations of interest
Conflicts of interest
Public interest disclosures
Gifts and benefits

*Public Sector Ethics Act 2008*
Employee obligations

You have the responsibility to:

• deliver responsive and efficient services
• earn the community’s trust through ethical behaviour
• create pride in public service workplaces
• support the government of the day in serving Queenslanders

Your decisions should be guided by the:

• ethics principles and values
• work performance and personal conduct principles in Section 26 of the Public Service Act 2008
• public service values
Ethics principles

The ethics principles and values are the basis of the Code of Conduct:

**Integrity and impartiality**

We make decisions in our work and provide advice after reviewing all relevant information, making sure that our decision is objective, honest, fair, impartial, apolitical and timely.

We treat people with respect, courtesy and sensitivity and recognise their rights, safety and welfare.

**Promoting the public good**

We respond to both government requirements and engaging and working with the public to implement public sector priorities, policies and decisions.

As public sector employees we need to ensure that resources (funded by public monies) are managed and accessed efficiently, economically and effectively.

**Accountability and transparency**

We act with care, diligence and attention and commit to providing the highest level of service and standards to the Queensland people.

We ensure that public resources and information are managed in an effective and accountable way.

We take responsibility for our actions and decisions and ensure that they can be explained and easily understood.

**Commitment to the system of government**

We commit to working impartially and professionally within the three tiers of government - Local, State and Commonwealth governments.

We operate within government guidelines to implement public sector priorities, policies and decisions.
Confidentiality

You must follow the confidentiality obligations in the:

• *Information Privacy Act 2009 (PDF, 833KB): (PDF)* sets out how personal information is to be managed, including ensuring it is protected against unauthorised use or disclosure.

• Code of Conduct for the Queensland Public Service: specifies the obligation to ensure the appropriate use and disclosure of official information, including confirming that such information cannot be used for personal benefit.

• *Criminal Code Act 1899 (PDF, 1.8MB): (PDF)* provides a criminal offence for a public official to use information gained in the course of their employment to obtain a dishonest benefit or to cause detriment to another person.
Reporting requirements

Public service agencies and public sector entities have annual reporting obligations under the *Public Sector Ethics Act 1994*.

Reporting must include information about the implementation of the code of conduct and any standard of practice, and details of education and training provided to employees during the reporting period.

[Read more about the *Public Sector Ethics Act 1994*](#).
Integrity agencies

These agencies provide advice about integrity and accountability matters.

The Public Service Commission (PSC) is administratively responsible for the Public Sector Ethics Act 1994 and:
- reviews the Code of Conduct
- considers requests for approval of agency standards of practice
- provides ethics advice and support to public service agencies
Crime and Corruption Commission (CCC) is a statutory body that investigates both crime and corruption, has oversight of both the police and the public sector, and protects witnesses.

Queensland Ombudsman’s Office is an independent complaints agency that:
• provides a fair and effective investigative service for people who believe they have been adversely affected by a decision or action of a public sector agency
• monitors and reviews the management of public interest disclosures under the Public Interest Disclosure Act.
• provides training about ethical decision making.

Integrity Commissioner is an independent Officer of the Queensland Parliament under the Integrity Act 2009:
• provides written advice to Ministers, MPs, senior public servants, and others about ethics or integrity issues including conflicts of interest
• maintains a Register of Lobbyists and monitors interaction between lobbyists and government representatives
Office of the Information Commissioner is an independent statutory body that:

• promotes greater access to government-held information and appropriate information privacy practices
• conducts external reviews of decisions of Queensland Government agencies and ministers about access to and amendment of documents under the Right to Information Act 2009 and the Information Privacy Act 2009
• mediates privacy complaints about Queensland Government agencies
• provides advice, assistance, and training about information rights and responsibilities.

The Queensland Audit Office provides Parliament with an independent assessment of the financial management related activities of public sector entities to enhance public accountability.

Queensland Independent Complaint Agencies - various independent complaint agencies in Queensland and across Australia that investigate complaints about government departments, local councils and private organisations
Public interest disclosures

Public interest disclosures are reports about wrongdoing in the public sector. They can be made by employees and members of the public, and help to uncover corruption and other misuses of public resources.

The Public Interest Disclosure Act 2010 (PDF, 590MB (PDF)) encourages the disclosure of information about suspected wrongdoing in the public sector so that it can be properly evaluated and appropriately investigated. It sets out requirements for public sector entities to effectively manage PIDs and provide support and protections for people who make disclosures.

The Queensland Ombudsman is the oversight agency for public interest disclosures.
Public interest disclosures

Contact details for further information:

• The Metro North Principal Advisor – Crime and Corruption (PID Coordinator)
  Phone: 3647 9686
  Email: MetroNorthMisconduct@health.qld.gov.au
  Mail: Chief Executive Office L14, B7, RBWH, Herston QLD 4029

• The CCC’s Complaints Services (in relation to suspected corruption)
  Phone: 3360 6060
  Email mailbox@ccc.qld.gov.au

• Human Resource Business Partners
  Phone: 3646 6180
  Email: Metro_North_HR_Services@health.qld.gov.au

Your enquiry will be then redirected to the relevant HR Units at the Hospital and Health Services

MNHHS Orientation for all Staff
Ethical Decision Making Model

Recognise a potential issue or problem
What is the issue or problem with this behaviour?

Examine the situation
Is there more than one obvious problem with this behaviour, or is there more I need to consider?
What is the context of the situation?

Find relevant information
Find facts and gather evidence.
What does the Code of Conduct say? Do I need to find out more information?

Liaise and consult
Liaise and consult with peers and supervisors.
Should I talk to someone about this? What behaviour is expected of me? Has this been done before?

Evaluate the options
What is the best thing to do based on the information I’ve found? What are the risks?
If someone finds out about my decision, what will they think?

Come to a decision
Do I need to get permission to do what I want to do? Have I recorded my actions?

Take time to reflect
Am I happy with my decision? Would I do the same thing next time?
Thank you all for your participation.

Any Questions?