

EWOQ Integrity Framework

Our Integrity Framework supports a high level of honesty, objectivity, ethics and accountability.

HOW THE INTEGRITY FRAMEWORK UNDERPINS OUR OUTCOMES

The Integrity Framework outlines the instruments, mechanisms and responsibilities that help EWOQ deliver on its strategic and business plans, outcomes and values.

Whole-of-government legislative and policy framework

EWOQ's policies and procedures

Values

As individuals and as a team we embed EWOQ's values in the way we do business. Our values complement the Code of Conduct of the Queensland Public Service (the Code of Conduct), which outlines the ethical standards that guide our behaviour as public servants.

We will act with integrity, upholding the highest professional standards, be transparent, flexible and professional in our approach and be accountable for our actions and ethical decisions. We have a zero-tolerance approach to fraud, corruption and misconduct.

Strategic Plan

Our strategies include building our capability in areas such as governance, embedding our values and our expected behaviours through the development of unwritten ground rules, good leadership and management practices.

Encouraging and responding positively to feedback and complaints, using the information to improve the way we work, minimising fraud, corruption and misconduct and making good, ethical decisions, underpins effective governance. Effective governance safeguards our corporate reputation, our ability to work with partners and effectively deliver for scheme participants, stakeholders and our customers.



Integrity Framework in action

Framework elements

Ethical decision making and appropriate behaviour



Fraud, corruption and misconduct control



Complaints management



Overarching whole of government framework

- **Public Sector Ethics Act 1994** – requirement for ethics training to be made available for staff upon induction and regularly thereafter
- **Human Rights Act 2019** – to make decisions and act compatibly with human rights

- Queensland Audit Office
- Crime and Corruption Commission (CCC) guidelines

- **Public Interest Disclosure Act 2010**
- **Public Sector Act 2008**
- Information Privacy Act 2009
- Corruption in focus: guide for dealing with corrupt conduct Ombudsman complaints and public interest disclosure management

EWOQ governance, policies and procedures

- Code of Conduct
- Declaration of interests and conflicts of interest policy and procedure
- Human resources, administrative and financial delegations
- Work health and safety policy
- Records management policy

- Fraud and corruption policy
- Risk management framework
- Financial Management Practice Manual (FMPM)
- Three year audit plan
- Gifts and benefits policy
- Employee separation checklist
- Use of ICT facilities and devices policy
- Social media policy
- Employment screening policy
- Criminal charge/conviction declaration/serious discipline declaration
- Media relations policy

- Complaints management policy
- Complaints procedures – employees, customer and conduct, and performance complaints
- Public interest disclosure procedure
- Information privacy plan
- Complaints about EWOQ policy

Internal controls and compliance monitoring

- Senior managers can seek advice from the Integrity Commissioner
- Leadership training
- Employee induction and training
- Annual online training
- Employee awareness (intranet)

- Employee awareness (intranet, ethics brochures)
- Fraud prevention topics in quarterly ethics updates
- Risk reviews and reporting
- Separation of duties
- Employee exit survey
- Annual report
- External and internal audits

- Compliance checklists
- Quality assurance
- Complaints management advice
- Complaints reporting
- Privacy breach reporting
- Appointed CCC liaison officer
- Public interest disclosure coordinator