



Public Interest Disclosures Procedures of Port Phillip City Council

Established under section 58 of the Public Interest
Disclosures Act 2012



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Standard Work Procedures Governance

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Abbreviations and key terms

The following abbreviations and key terms are used in these procedures:

Act	<i>Public Interest Disclosures Act 2012</i>
assessable disclosure	Any disclosure either made directly to the IBAC or an appropriate entity, or if received by Port Phillip City Council is required under the Act to be notified by the Council to the IBAC for assessment
Council	Port Phillip City Council
discloser	A person who (purports to) make(s) a complaint, allegation or disclosure (however described) under the Act
disclosure	Any complaint, concern, matter, allegation or disclosure (however described) purported to be made in accordance with Part 2 of the Act
Guidelines	The Guidelines published by the IBAC under s 57 of the Act on the IBAC website
IBAC Act	<i>Independent Broad-based Anti-Corruption Commission Act 2011</i>
IBAC	Independent Broad-based Anti-Corruption Commission
investigative entity	Any one of the bodies authorised to investigate a public interest complaint, being the IBAC, the Victorian Ombudsman, Victoria Police, the VI, the Judicial Commission, the Chief Municipal Inspector, the Racing Integrity Commissioner and the Information Commissioner.
procedures	This version of the procedures of Port Phillip City Council, as established under s 58 of the Act
public interest discloser	A person who makes a disclosure of improper conduct or detrimental action in accordance with the requirements of Part 2 of the Act
public interest complaint	A public interest disclosure which has been determined and assessed by the IBAC to be a public interest complaint under s 26 of the Act
public interest disclosure	Any complaint, concern, matter, allegation or disclosure (however described) made in accordance with Part 2 of the Act
Regulations	Public Interest Disclosures Regulations 2013
VI	Victorian Inspectorate

1. About these Procedures

Council is required to establish and publish procedures under s 58 of the Act and in accordance with the Guidelines of the IBAC published under s 57 of the Act. These procedures operate from 1 January 2020. Council is required to ensure these procedures are readily available to members of the public as well as internally to all Councillors, officers and employees of Council.

These procedures are a resource for disclosers and potential disclosers, whether a Councillor, Council officer or employee or a member of the public; essentially, any individual who wants to find out how to make a disclosure and, receive the protections available under the Act. They also set out how a discloser and their disclosure may be managed and handled by Council.

These procedures cover:

- how disclosures may be made to Council;
- how Council manages the receipt of disclosures;
- how Council assesses disclosures it is able to receive under the Act;
- notifications Council is required to make about disclosures, to both disclosers and to the IBAC;
- how Council protects certain people, including from detrimental action being taken against them in reprisal for making a public interest disclosure, namely:
 - public interest disclosers;
 - persons who are the subject of public interest disclosures and public interest complaints; and
 - other persons connected to public interest disclosures, such as witnesses or persons cooperating with an investigation.

These procedures form an essential part of Council's commitment to the aims and objectives of the Act. Council does not tolerate improper conduct by the organisation, its officers, employees and Councillors nor the taking of reprisals against those who come forward to disclose such conduct.

Council recognises the value of transparency and accountability in its administrative and management practices, and supports the making of disclosures that reveal improper conduct or the taking of detrimental action in reprisal against persons who come forward to report such improper conduct.

Council will take all reasonable steps to protect people who make such disclosures from any detrimental action in reprisal for making the disclosure. It will also afford natural justice to the person or body who is the subject of the disclosure.

2. About the Act

The Act commenced operation on 10 February 2013 and was renamed on 1 January 2020 as the *Public Interest Disclosures Act 2012*.

The purpose of the Act is to encourage and facilitate the making of disclosures of improper conduct and detrimental action by public officers and public bodies. It does so by providing certain protections for people who make a disclosure, or those who may suffer detrimental action in reprisal for making a disclosure. An essential component of this protection is to ensure that information connected to a public interest disclosure, including the identity of a discloser and

the contents of that disclosure, are kept strictly confidential.

3. Council's internal reporting structures

Council supports a workplace culture where the making of public interest disclosures is valued by the organisation and the right of any individual to make a public interest disclosure is taken seriously.

Council will:

- ensure these procedures, including detailed information about how disclosures may be made and to whom, are accessible on its website and available internally and externally to Councillors, officers, employees and any individual in the broader community;
- ensure that appropriate training is provided at all levels of the organisation to raise awareness of how a public interest disclosure may be made, and to take all reasonable steps to ensure officers, employees and Councillors are familiar with Council's public interest disclosure policies, procedures and any relevant codes of conduct;
- ensure its reporting system is centralised and accessible only by appropriately authorised officers, allowing the flow of information to be tightly controlled to enhance confidentiality and minimising risks of reprisals being taken against disclosers;
- ensure the reporting system protects the confidentiality of information received or obtained in connection with a public interest disclosure in accordance with the Act;
- ensure the reporting system protects the identity of persons connected with a public interest disclosure in accordance with the Act;
- not tolerate the taking of detrimental action in reprisal against any person for making a public interest disclosure, including Council taking any reasonable steps to protect such persons from such action being taken against them;
- afford natural justice and treat fairly those who are the subject of allegations contained in disclosures;
- take the appropriate disciplinary and other action against any officers or employees engaged in the taking of detrimental action;
- ensure any officers or employees involved with handling public interest disclosures are trained to receive and manage public interest disclosures appropriately;
- ensure that Council as a whole handles public interest disclosures consistently and appropriately in accordance with its obligations under the Act, the Regulations, the IBAC's Guidelines and these procedures; and
- be visible, approachable, openly communicative and lead by example in establishing a workplace that supports the making of public interest disclosures.

3.1. Employees, officers and Councillors

Employees, officers and Councillors are encouraged to raise matters of concern in relation to Council, including about any employee or officer. In particular, they are encouraged to report known or suspected incidences of improper conduct or detrimental action in accordance with these procedures, whether such conduct or action has taken place, is suspected will take place, or is still occurring.

3.2. Councillors

A public interest disclosure in relation to the conduct of a Councillor cannot be made to a Council or an employee or officer of Council. A person who wishes to make a disclosure in relation to a Councillor must make that disclosure to the IBAC or the Victorian Ombudsman.

3.3. Direct and indirect supervisors and managers

Employees of Council who wish to make a public interest disclosure about another employee may make that disclosure to their direct or indirect supervisor or manager.

The supervisor or manager receiving the disclosure will:

- immediately bring the matter to the attention of the Public Interest Disclosures Coordinator for action in accordance with the Act;
- commit to documenting any disclosures made orally; and
- take all necessary steps to ensure the information disclosed, including the identity of the discloser and any persons involved, is secured, and remains private and confidential.

3.4. Public Interest Disclosures Officers

Council has appointed Public Interest Disclosures Officers to receive disclosures and be a contact point for general advice about the operation of the Act for any person wishing to make a disclosure.

The Public Interest Disclosures Officers will:

- make arrangements for a disclosure to be made privately and discreetly and, if necessary, outside the workplace;
- receive any disclosure made orally or in writing from internal or external sources;
- commit to documenting any disclosure made orally;
- forward all disclosures and supporting evidence to the Public Interest Disclosures Coordinator for further action in accordance with the Act;
- take all necessary steps to ensure the information disclosed, including the identity of the discloser and any persons involved, is secured and remains private and confidential; and
- offer to remain a support person for the discloser in dealing with the Public Interest Disclosures Coordinator.

The Public Interest Disclosures Officers are:

Xavier Smerdon, Head of Governance
telephone 8563 7924 or email to xavier.smerdon@portphillip.vic.gov.au

Alli Griffin, Senior Privacy and FOI Advisor
telephone 9209 6692 or email to alli.griffin@portphillip.vic.gov.au

Joanne McNeill, GM Governance, Capability and Experience
telephone 0435 694 589 or email to joanne.mcneill@portphillip.vic.gov.au

Ben McLaughlin, Procurement Contracts Management Best Practice Lead
telephone 8563 7573 or email to ben.mclaughlin@portphillip.vic.gov.au

3.5. Public Interest Disclosures Coordinator

Council's Public Interest Disclosures Coordinator has a central role in the internal reporting system, and maintains oversight over the system.

The Public Interest Disclosures Coordinator is:

- contactable by external and internal persons making disclosures and has the authority to make enquiries of officers and employees within the organisation;
- to receive all disclosures forwarded from Council's Public Interest Disclosures Officers;
- the contact point for general advice about the operation of the Act and for integrity agencies such as the IBAC;
- responsible for ensuring that Council carries out its responsibilities under the Act, any regulations made pursuant to the Act and any guidelines issued by the IBAC;
- Council's chief liaison with the IBAC in regard to the Act;
- responsible for coordinating Council's reporting system;
- to take all necessary steps to ensure information received or obtained in connection with a disclosure, including the identities of the discloser and the person(s) to whom the disclosure relate, are kept secured, private and confidential at all times;
- required to consider each disclosure impartially to determine whether it should be notified to the IBAC for assessment under the Act;
- responsible for arranging any necessary and appropriate welfare support for the discloser, including appointing a Welfare Manager to support the discloser and to protect him or her from any reprisals;
- to advise the discloser, appropriately and in accordance with the Act, the stage at which the disclosure is at (whether it has been notified to the IBAC for assessment, etc.);
- to establish and manage a confidential filing system;
- to collate statistics on disclosures made; and
- to liaise with the Chief Executive Officer (**CEO**) of Port Phillip City Council.

The Public Interest Disclosures Coordinator is:

Xavier Smerdon, Head of Governance

telephone 8563 7924 or email to xavier.smerdon@portphillip.vic.gov.au

4. Making a disclosure

4.1. What is a disclosure and who can make a disclosure?

A disclosure may be made about two matters under the Act:

- (i) improper conduct of public bodies or public officers; and
- (ii) detrimental action taken by public bodies or public officers in reprisal against a person for the making of a public interest disclosure.

The conduct or action being disclosed may be one which has taken place, is still occurring, or is believed is intended to be taken or engaged in. Disclosures may also be made about conduct that occurred prior to the commencement of the Act on 10 February 2013.

A disclosure may:

- only be made by a natural person (or a group of individuals making joint disclosures), Note: disclosures cannot be made by a company or an organisation;
- be made anonymously;
- be made even where the discloser is unable to identify precisely the individual or the organisation to which the disclosure relates; and
- also be a complaint, notification or disclosure (however described) made under another law;

The following are not public interest disclosures under the Act:

- a disclosure made by a discloser who expressly states in writing, at the time of making the disclosure, that the disclosure **is not** a disclosure under the Act; or
- a disclosure made by an officer or employee of an investigative entity in the course of carrying out his or her duties or functions under the relevant legislation, unless the person expressly states in writing that the disclosure **is a disclosure** and the disclosure is otherwise made in accordance with Part 2 of the Act.

Misdirected disclosure

If it is a misdirected disclosure Council may notify the disclosure to the appropriate entity for assessment.

If Council receives any disclosure which does not meet the requirements of Part 2 of the Act or the prescribed procedures in the Regulations, Council will always consider whether it would be appropriate to inform the discloser how to make the disclosure in a way that would comply with the requirements of the Act and the Regulations. This is to ensure that persons are properly afforded the opportunity to receive any appropriate protections available to them under the Act.

In addition, Council is required to consider whether a disclosure that does not meet the requirements of the Act and the Regulations should be treated as a complaint, notification or referral to Council in accordance with any other laws or internal policies and procedures.

4.2. How can a disclosure be made?

4.2.1. A disclosure is to be made generally in accordance with Part 2 of the Act

Part 2 of the Act permits disclosures to be made anonymously, orally or in writing, and need not necessarily identify the person or organisation complained about.

Disclosures cannot be made by fax

4.2.2. The disclosure to be made to a body authorised to receive it

One of the requirements in Part 2 of the Act is that the disclosure has been made to a body authorised under the Act to receive the disclosure.

Council can deal with disclosures, which concern Council, its officers and employees.

Council can notify the IBAC with a misdirected disclosure for assessment where Council receives a disclosure made to Council as a body that is ordinarily able to receive public interest disclosures; the discloser honestly believed that Council was the appropriate receiving body and Council considers the disclosure relates to improper conduct or detrimental action by a public body or public officer. (Only a public interest disclosure that relates to a Member of Parliament cannot be treated as a misdirected disclosure).

Disclosures about improper conduct or detrimental action by Council's Councillors **must** be made to the IBAC or to the Ombudsman. Those disclosures may not be made to Council.

If the disclosure concerns another public body or members, officers or employees of that other public body, Council may be able to classify the disclosure as a misdirected disclosure and notify the IBAC for its assessment.

With any disclosure made to Council, Council will take reasonable steps to direct the discloser to the (or an) other body that is able to receive a disclosure about that person or body under the Act.

4.2.3. How to make a disclosure to Council

Oral disclosures

An oral disclosure to the Council must be made in private and may be made:

- in person;
- by telephone to one of the persons authorised to receive disclosures set out below, including by leaving a voicemail message on that telephone number; or
- by some other form of non-written electronic communication.

The Oral disclosure must be made to one of the following persons:

- the CEO of Council;
- the Public Interest Disclosures Coordinator identified in 3.5 of these procedures;
- a Public Interest Disclosures Officer identified in 3.4 of these procedures;
- to the direct or indirect manager of the discloser, if the discloser is an employee of Council;
- to the direct or indirect manager of the person to whom the disclosure relates, if that person is a Public Interest Disclosures Officer or officer or employee of Council.

For the telephone numbers of the Public Interest Disclosures Coordinator and the Public Interest Disclosures Officers see 3.4 and 3.5 of these procedures.

If the disclosure is made orally, the person receiving the disclosure will make notes at the time recording the disclosure. Recording of the conversation will only be done with the discloser's permission or by giving prior warning that the conversation will be recorded.

Written disclosures

A written disclosure to the Council must be:

- delivered personally to the Council office at; or
- sent by post addressed to the Council office at 99a Carlisle Street St Kilda 3182; or
- sent by email to the official email address of:
 - the direct or indirect supervisor or manager of the discloser, if the discloser is an

- employee of the Council; or
- the direct or indirect supervisor or manager of the person to whom the disclosure relates, where that person is an employee of Council; or
- the Public Interest Disclosures Coordinator identified in 3.5 of these procedures; or
- the Public Interest Disclosures Officer identified in section 3.4 of these procedures.

For the official email addresses of the Public Interest Disclosures Coordinator and the Public Interest Disclosures Officer, see 3.4 and 3.5 of these procedures.

Council recommends that the discloser ensures, where a written disclosure is being provided personally or by post to the official office location or address of Council, that the disclosure be sealed in an envelope which is clearly marked with one or more of the following:

- “Re: Public interest disclosure”;
- “To the personal attention of the CEO”;
- “To the personal attention of the Public Interest Disclosures Coordinator”; or
- “To the attention of the Public Interest Disclosures Officer”.

4.2.4. How to make a disclosure to the IBAC

Oral disclosures

An oral disclosure to the IBAC **must** be made in private and **may** be made:

- in person;
- by telephone, to 1300 735 135;
- by leaving a voicemail message on the telephone number of one of the specified individuals below to whom an oral disclosure may be made; or
- by some other form of non-written electronic communication. The oral disclosure **must** be made to one of the following persons:
 - the Commissioner of the IBAC;
 - the Deputy Commissioner of the IBAC;
 - the CEO of the IBAC
 - an employee referred to in s 35(1) of the IBAC Act; or
 - any staff referred to in s 35(2) of the IBAC Act.

Written disclosures

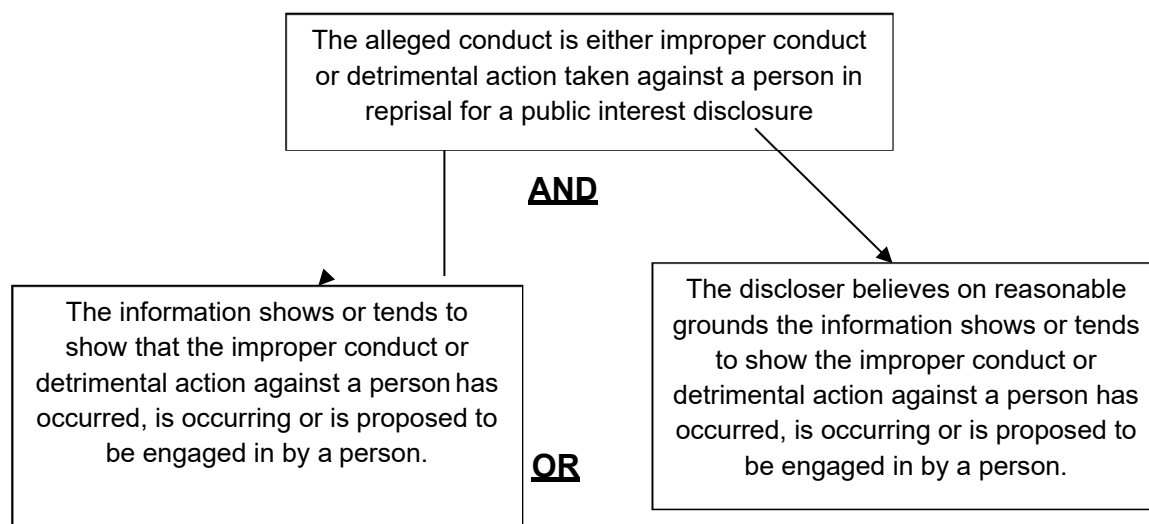
A written disclosure to the IBAC **must** be:

- delivered personally to the office of the IBAC at Level 1, North Tower, 459 Collins Street, Melbourne VIC 3001; or
- sent by post addressed to the office of the IBAC at GPO Box 24234, Melbourne VIC 3000; or
- sent by email to the official email address of a person specified above to whom an oral disclosure may be made (i.e., the Commissioner, the Deputy Commissioner, the CEO, or employee or staff referred to in s 35 of the IBAC Act); or
- submitted by an online form available from <https://www.ibac.vic.gov.au/reporting->

[corruption/report/complaints-form](#)

4.3. What can a disclosure be made about?

A disclosure must be about the conduct of a person, public officer or public body in their capacity as a public body or public officer as outlined in the following diagram:



In assessing whether there is improper conduct or detrimental action, the Council will look critically at all available information about the alleged conduct and about the discloser. Preliminary questions the Council may seek answers to, or consider, include:

- What is the discloser’s connection to the alleged conduct – is the discloser a victim, a witness, or a participant in the conduct alleged about?
- How did the discloser come to know about the conduct – was or is the discloser directly involved in it, did the discloser observe it happening to another person or did someone else tell the discloser about it?
- How detailed is the information provided – is there sufficient information to enable Council to consider whether there is improper conduct or detrimental action?
- How reliable is the information given to Council – is it supported by other information?

4.3.1. Improper conduct

A disclosure may be made about improper conduct by a public body or public official in the performance of their functions as a public body or public officer.

Central to the notion of improper conduct is the notion of the “public trust”.

“Public trust” is a concept that provides the basis *‘for obligations of honesty and fidelity in public officers that exist to serve, protect and advance the interests of the public’*.⁴

A person acting in their official capacity is exercising ‘public power’ that is derived from their public office holding and may be controlled or influenced by legislative provisions, administrative directions, or constitutional principles or conventions. There is an expectation that members of the community may rely on and trust their public bodies and officials to act honestly. The expectation is that public officers will not use their positions for personal advantage, or use the influence of their public office for improper purposes where there is a

duty to act objectively and impartially.

Disclosers or Council will need to identify that there is a link between the alleged improper conduct of a person or an organisation and their function as a public officer or a public body.

Improper conduct is defined in the Act to mean:

- a) Corrupt conduct; or
- b) Conduct that constitutes:
 - A criminal offence;
 - Serious professional misconduct;
 - Dishonest performance of public functions;
 - Intentional or reckless breach of public trust;
 - Intentional or reckless misuse of information;
 - Substantial mismanagement of public resources;
 - A substantial risk to the health or safety of one or more persons; or
 - A substantial risk to the environment
- c) Conduct of any person that:
 - Adversely affects the honest performance by a public officer or public body of their functions.
 - Intends to affect the functions or powers of the public officer or body adversely and results in the person or body obtaining:
 - i) A licence, permit, approval, authority or other statutory entitlement;
 - ii) An appointment to a statutory office or a board of a public body;
 - iii) A financial benefit or real or personal property; or
 - iv) Any other direct or indirect monetary or proprietary gain.
- d) Conduct that could constitute a conspiracy or an attempted conspiracy. The definition excludes matters that are “trivial”.

It is an offence under the Act for a public officer or body to take detrimental action against a discloser in reprisal for a making public interest disclosure. There are two essential components here: whether there is in fact “detrimental action”, as defined by the Act, and whether that action is being taken in reprisal against a person for making or being connected with a public interest disclosure.

Detrimental action

Detrimental action is defined in section 3 and described in the Act to cover circumstances where a person engages in conduct involving:

- action causing injury, loss or damage; or
- intimidation or harassment; or
- discrimination, disadvantage or adverse treatment in relation to a person’s employment, career, profession, trade or business, including the taking of disciplinary action.

In addition, a person need not have taken the detrimental action but just threatened to take

such action. Further, the detrimental action need not necessarily have been taken (or threatened to be taken) against a person making a public interest disclosure, but against any person connected with a public interest disclosure.

Examples of detrimental action include:

- threats to a person's personal safety or property, including intimidating, harassing a discloser or the discloser's family or friends, otherwise causing personal injury or prejudice to the safety or damaging property of a discloser or the discloser's family or friends;
- the demotion, transfer, isolation or change in duties of a discloser due to him or her having made a disclosure;
- discriminating or disadvantaging a person in their career, profession, employment, trade or business; or
- discriminating against the discloser or the discloser's family and associates in subsequent applications for promotions, jobs, permits or tenders resulting in financial loss or reputational damage.

Taken in reprisal for a public interest disclosure

The person (or the person incited to take detrimental action) must take or threaten the detrimental action, because, or in the belief that the:

- other person or anyone else has made, or intends to make the disclosure;
- other person or anyone else has cooperated, or intends to cooperate with an investigation of the disclosure.

One reason for the person taking detrimental action in reprisal must be that some- one has made or intends to make the disclosure or it will not be considered detrimental action.

5. Handling disclosures

5.1. Receiving a disclosure

When Council receives a complaint, report or allegation of improper conduct or detrimental action, the first step will be to ascertain whether it is a disclosure that can properly be received by Council, that is, it relates to the conduct of Council or an officer or employee of Council. A public interest disclosure may be made by an officer or employee of Council. A disclosure relating to a Councillor must be made directly to the IBAC or the Ombudsman.

A public interest disclosure made to Council where Council is not the entity to which that disclosure should be made, called a misdirected disclosure, can be notified by Council to the IBAC if Council considers the disclosure shows or tends to show improper conduct or the likelihood of detrimental action taken in reprisal for making a disclosure. If Council ascertains that the disclosure is a public interest disclosure or if it is a misdirected disclosure, the discloser is entitled to receive protections under Part 6 of the Act (see 7.4.1 of these procedures).

5.2. Assessing a disclosure

Council is required to determine whether the disclosure may be a public interest disclosure by going through the two-step assessment process recommended by the IBAC as follows.

This will be the case even if the discloser does not refer to the Act or require the protections of the Act. The initial assessment is made on the nature of the information disclosed or on the belief that the discloser has about the nature of the information, and not the discloser's intention.

5.2.1. First step

The first question Council must answer is whether the information disclosed shows, or tends to show, that there is improper conduct or detrimental action taken in reprisal for the making of a public interest disclosure.

This requires Council to ascertain whether the information satisfies the 'elements' of improper conduct or detrimental action, as defined in the Act and whether any of the relevant exceptions apply.

This may require Council to:

- seek further information;
- conduct a discreet initial enquiry;
- seek (further) evidence from the discloser;
- ascertain whether there is sufficient supporting material to demonstrate that the conduct or actions covered by the Act have occurred, are occurring or are likely to occur.

If it is not clear that the information disclosed does show or tend to show that there is improper conduct or detrimental action, then Council will go on to the second step below.

5.2.2. Second step

This requires Council to ask whether the discloser believes on reasonable grounds that the information shows or tends to show there is improper conduct or detrimental action. That is, does the person actually believe that the information shows, or tends to show, there is improper conduct or detrimental action? A reasonable belief requires the belief to be based on facts that would be sufficient to make a reasonable person believe there was improper conduct or detrimental action.

This reasonable belief does not have to be based on actual proof that the improper conduct or detrimental action in fact occurred, is occurring, or will occur, but there must be some information supporting this belief. The grounds for the reasonable belief can leave something to surmise or conjecture, but it must be more than just a reasonable suspicion, and the belief must be probable.

According to the IBAC, simply stating that improper conduct or detrimental action is occurring, without providing any supporting information, would not be a sufficient basis for having a reasonable belief. In the IBAC's view, a belief cannot be based on a mere allegation or conclusion unsupported by any further facts or circumstances.

Other matters that the IBAC suggests Council can consider are:

- the reliability of the information provided by the discloser, even if it is second-hand or third-hand. For example, how would the discloser have obtained the information?
- the amount of detail that has been provided in the information disclosed; and
- the credibility of the discloser or of those people who have provided the discloser with information.

5.2.3. Where urgent action is required while an assessment is still being made

In some circumstances, the disclosure may be about improper conduct that may pose an immediate threat to health and safety of individuals, preservation of property, or may consist of serious criminal conduct.

Examples of this provided by the IBAC include where the disclosure may be about:

- a child protection worker allegedly sexually assaulting children in care;

- a council worker allegedly lighting bushfires; or
- a person threatening to poison the water supply.

In these cases, Council can take immediate action while considering whether or not it is an assessable disclosure that must be notified to the IBAC or awaiting the IBAC's decision on a notified matter.

It may also be necessary to report criminal conduct to Victoria Police for immediate investigation, or take management action against an employee to prevent future conduct.

The Act allows Council to disclose the content of the disclosure by a person or body to the extent necessary for the purpose of taking lawful action in relation to the conduct that is the subject of an assessable disclosure including disciplinary process or action. However, the IBAC notes that this does not allow the identity of the discloser to be revealed. Reporting the alleged conduct to Victoria Police as criminal conduct, or taking legitimate management action against the subject of the disclosure in order to prevent future conduct, may be appropriate courses of action in these circumstances.

5.2.4. Assessment decisions

At the conclusion of the assessment, Council must decide whether it considers the disclosure to be a public interest disclosure. If Council decides it may be a public interest disclosure, it **must** notify the IBAC of the disclosure. If Council does not consider it to be a public interest disclosure, then it may be a matter that Council deals with through any other relevant internal complaint or grievance management processes.

5.3. Notifications

5.3.1. If Council does not consider the disclosure to be a public interest disclosure

If Council determines the disclosure is not a public interest disclosure, and the discloser has indicated to Council that the discloser wishes to receive the protections that apply to a public interest disclosure under the Act, the discloser will be notified in writing, within 28 days of Council receiving the disclosure, that:

- Council considers the disclosure is not a public interest disclosure;
- the disclosure has not been notified to the IBAC for assessment under the Act; and
- regardless of whether the disclosure is notified to the IBAC for assessment under the Act, the protections under Part 6 of the Act apply.

Notifications to a discloser do not need to be provided by Council in response to an anonymously made disclosure.

5.3.2. If Council considers the disclosure may be a public interest disclosure

If Council considers the disclosure may be a public interest disclosure under the Act, Council will, within 28 days of receiving the disclosure:

- notify the IBAC that:
 - Council considers the disclosure may be a public interest disclosure; and
 - Council is notifying the disclosure to the IBAC for assessment under section 21 of the Act; **and**
- notify the discloser that the disclosure has been notified to the IBAC for assessment under the Act.

In addition, at the time of notifying the IBAC under section 21 of the Act or at any later time, Council may also provide the IBAC with any information obtained by Council regarding the disclosure in the course of its enquiries leading up to its notification of the disclosure to the IBAC.

5.4. Protections for public officers

A public officer, which includes a Council officer or employee, is given specific protections under the Act to provide information to other public officers or to the IBAC in dealing with a disclosure they have received. When a public officer acts in good faith and in accordance with the Act, Regulations and the IBAC's Guidelines, the public officer does not commit an offence under laws imposing a duty to maintain confidentiality or restricting the disclosure of information.

6. Assessment by the IBAC

Once a disclosure has been notified to the IBAC, the IBAC must determine whether it is a public interest complaint. Such a determination must be made within a reasonable time after the disclosure is notified to the IBAC.

The IBAC must inform Council of its determination as to whether or not the disclosure is a public interest complaint:

- in writing; and
- within a reasonable time after making the determination.

In making its assessment, the IBAC may seek additional information from Council or from the discloser if the IBAC considers there is insufficient information to make a decision.

If the IBAC is of the view that the assessable disclosure is not a public interest disclosure, then it is not a 'public interest complaint'. If the IBAC is of the view that the assessable disclosure is a public interest disclosure, then it must determine that the public interest disclosure is a 'public interest complaint'.

6.1. If the IBAC determines the disclosure is not a public interest complaint

If the IBAC determines the disclosure is not a public interest complaint, the IBAC must advise the discloser in writing and within a reasonable time after the determination is made, that:

- the IBAC has determined that the disclosure is not a public interest complaint; and
- as a consequence of that determination:
 - the disclosure will not be investigated as a public interest complaint; and
 - the confidentiality provisions under Part 7 of the Act no longer apply in relation to the disclosure; and
- regardless of whether the IBAC has determined that the disclosure is a public interest complaint, the protections under Part 6 of the Act (Protection of person making public interest disclosure) apply to the public interest disclosure.

In addition, if the IBAC is of the view that the disclosure, although not a public interest complaint, may be able to be dealt with by the notifying entity or another entity, the IBAC may

advise notify the notifying agency that:

- the matter which is the subject of the disclosure may be able to be dealt with by that entity other than as a public interest complaint; and
- if the discloser consents for the matter to be dealt with as a complaint directly to that entity.

The IBAC is also able to consider whether it wishes to treat the assessable disclosure as a notification made to the IBAC under the IBAC Act.

6.2. If the IBAC determines the disclosure is a public interest complaint

6.2.1. Notification to the discloser

If the IBAC determines the disclosure is a public interest complaint, the IBAC must advise the discloser in writing and within a reasonable time after the determination is made, that:

- the IBAC has determined that the disclosure is a public interest disclosure complaint;
- regardless of the determination, the protections available to a discloser of a public interest disclosure under Part 6 of the Act apply;
- the discloser has rights, protections and obligations under the Act as contained in section 72 and Parts 6 and 7. The IBAC must include a statement, and an explanation of the effect of that section and those Parts of the Act.

Once the IBAC has determined that a disclosure is a public interest complaint, the discloser cannot withdraw that disclosure. However, under the IBAC Act, the IBAC can decide not to investigate a public interest complaint if the discloser requests that it not be investigated.

6.2.2. Further actions the IBAC may take

Under the IBAC Act, the IBAC may dismiss, investigate, or refer a public interest complaint. The IBAC may also conduct preliminary inquiries in accordance with Division 3A of Part 3 of the IBAC Act before determining whether to dismiss, investigate or refer a public interest complaint.

If the IBAC dismisses a public interest complaint, then it must do so on one of the grounds specifically set out in the IBAC Act. In particular, the IBAC **must** dismiss a public interest complaint if the matter disclosed is a matter that neither the IBAC nor an investigating entity may investigate.

The IBAC may choose to investigate the alleged conduct if it suspects on reasonable grounds that it constitutes “corrupt conduct”.

The IBAC may also choose to refer the public interest complaint to other appropriate and relevant investigative entities.

Depending on the action decided to be taken by the IBAC, the IBAC must also provide certain other information to the discloser.

6.2.3. Other information about investigative entities’ investigations of a public interest complaint

If the IBAC or another investigative entity is conducting an investigation of a public interest complaint, it may be in contact with the Council or person about which the disclosure has been

made. This will be for conducting investigative enquiries.

The Council or person will be able to disclose information about the public interest complaint to the investigative entity without breaching the confidentiality requirements of the Act.

The relevant investigative entity may also disclose the identity of the discloser and the content of the disclosure if necessary to do so for the purposes of their investigative action. If this is the case, then Council or the person to whom the information has been disclosed is bound by the confidentiality requirements of Part 7 of the Act.

In addition, if Council or the public officer is advised of the identity of the discloser, then they will be required to look after the welfare of the discloser and provide protection against possible detrimental action.

At the conclusion of its investigation, the relevant investigative entity must generally provide the discloser with information about the results of its investigation, including any action taken by the investigative entity and any recommendation by the investigative agency that action or further action be taken.

7. Welfare management

Council is committed to the protection of genuine disclosers against detrimental action taken in reprisal for the making of public interest disclosures.

The protection of persons making genuine public interest disclosures about improper conduct or detrimental action is essential for the effective implementation of the Act. In addition, the Act extends the need for welfare management to people who have cooperated or intend to cooperate with an investigation of a public interest complaint ("**co-operators**"). Persons who are the subject of allegations will also have their welfare looked after.

Council must ensure disclosers and co-operators are protected from direct and indirect detrimental action being taken against them in reprisal for the public interest disclosure. Council will ensure its workplace culture supports disclosers and co-operators. Such support will extend to the relevant persons regardless of whether they are internal to the organisation (officers or employees) or members of the public.

7.1. Support available to disclosers and co-operators

Council will support disclosers and co-operators by:

- keeping them informed, by providing:
 - confirmation that the disclosure has been received;
 - the legislative or administrative protections available to the person;
 - a description of any action proposed to be taken;
 - if action has been taken by Council, details about results of the action known to Council;

- providing active support by:
 - acknowledging the person for having come forward;
 - assuring the discloser or co-operator that they have done the right thing, and Council appreciates it;
 - making a clear offer of support;

- assuring them that all reasonable steps will be taken to protect them;
- giving them an undertaking to keep them informed as far as Council is reasonably able to;
- managing their expectations by undertaking an early discussion with them about:
 - what outcome they seek;
 - whether their expectations are realistic;
 - what Council will be able to deliver;
- maintaining confidentiality by:
 - ensuring as far as is possible that other people cannot infer the identity of the discloser or co-operator;
 - reminding the discloser or co-operator not to reveal themselves or to reveal any information that would enable others to identify them as a discloser or co-operator;
 - ensuring that hardcopy and electronic files relating to the disclosure are accessible only to those who are involved in managing disclosures at Council;
- proactively assessing the risk of detrimental action being taken in reprisal (rather than reactively waiting for a problem to arise and a complaint made by the discloser or co-operator), that is, actively monitoring the workplace, anticipating problems and dealing with them before they develop as far as is possible;
- protecting the discloser or co-operator by:
 - examining the immediate welfare and protection needs of the person and seeking to foster a supportive work environment;
 - listening and responding to any concerns the person may have about harassment, intimidation or victimisation in reprisal for their actions;
 - assessing whether the concerns the person may have about harassment, intimidation or victimisation might be due to other causes other than those related to the public interest disclosure;
- preventing the spread of gossip and rumours about any investigation into the public interest disclosure; and
- keeping contemporaneous records of all aspects of the case management of the person, including all contact and follow-up action.

7.1.1. Appointment of a Welfare Manager

In appropriate circumstances, Council will appoint a suitable welfare manager to protect a discloser or a co-operator.

7.2. Welfare management of persons who are the subject of public interest disclosures

Council will also meet the welfare needs of a person who is the subject of a public interest disclosure. It is important to remember that until a public interest complaint is resolved, the information about the person is only an allegation.

7.2.1. Welfare services

A person the subject of a disclosure who is made aware of their status as such may have a welfare manager appointed by Council, or be referred to Council's Employee Assistance Program for welfare assistance. Alternatively, the Public Interest Disclosures Coordinator will

provide support and advice to a person the subject of a disclosure, particularly in relation to their rights and obligations under the Act, Council's internal reporting system, these procedures, and any other relevant law or code of conduct. Council will consider each matter on a case by case basis, taking into account the particular circumstances of the person and the public interest.

7.2.2. Confidentiality

Consistent with Council's confidentiality obligations under the Act as outlined in these procedures:

- the fact that a disclosure has been made
- if a disclosure has been notified to the IBAC for assessment
- if any information has been received from the IBAC or another investigative entity
- the identities of persons involved

– will not be divulged except as provided under the Act.

Council will take all reasonable steps to ensure the confidentiality of the subject of a disclosure during any assessment and any ensuing investigation.

Where the disclosure is dismissed or investigations do not substantiate the allegations made against the person, the fact that the investigation was undertaken, its results, and the identity of the person subject of the disclosure will still be kept confidential.

7.3. If detrimental action is reported

If any person reports an incident of harassment, discrimination or adverse treatment that may amount to detrimental action apparently taken in reprisal for a disclosure, the Welfare Manager or Public Interest Disclosures Coordinator must record details of the incident and advise the person of their rights under the Act.

A person takes detrimental action against another person in reprisal for a public interest disclosure if:

- the person takes, or threatens to take, detrimental action against the other person because, or in the belief that:
 - the other person or anyone else has made, or intends to make, the disclosure; or
 - the other person or anyone else has cooperated, or intends to cooperate, with an investigation of the disclosure; or
- for either of the reasons above, the person incites or permits someone else to take or threaten to take detrimental action against the other person.

All persons are reminded it is a criminal offence to take detrimental action against another person in reprisal for a public interest disclosure under the Act. The penalty for committing such an offence in contravention of section 45 of the Act is a maximum fine of 240 penalty units (\$39,652.80 as at 1 January 2020, usually increasing 1 July every year in accordance with arrangements made under the *Monetary Units Act 2004*) or a maximum of 2 years' imprisonment.

7.4. Protections for persons making a public interest disclosure

7.4.1. Part 6 protections available to disclosers

Part 6 of the Act sets out the protections provided to persons who make a disclosure that is a 'public interest disclosure', that is, one that is made in accordance with Part 2 of the Act or is a misdirected disclosure. In summary, they are as follows:

- the discloser is not subject to any civil or criminal liability for making the public interest disclosure or a misdirected disclosure;
- the discloser is not subject to any administrative action (including disciplinary action) for making the public interest disclosure;
- by making the public interest disclosure, the discloser is not committing an offence against the *Constitution Act 1975* or any other law that imposes obligations of confidentiality or otherwise restricts the disclosure of information;
- by making the public interest disclosure, the discloser is not breaching any other obligation (made by oath, rule of law or practice) requiring him or her to maintain confidentiality; and
- the discloser cannot be held liable for defamation in relation to information included in a public interest disclosure made by him or her.

The protections in Part 6 apply from the time at which the disclosure is made by the discloser. They apply even if Council receiving the disclosure does not notify the disclosure to the IBAC, and even if the IBAC has determined that the public interest disclosure is not a public interest complaint.

The protections also apply to further information relating to a public interest disclosure made by the original discloser, if the further information has been provided, orally or in writing, to:

- the entity to which the public interest disclosure was made;
- the IBAC; or
- any investigative entity investigating the public interest disclosure.

Sections 52 and 53 of the Act refer specifically to confidentiality obligations of persons receiving information connected with an assessable disclosure, or leading to the identification of a discloser.

7.4.2. Actions of the discloser constituting offences and leading to protections being lost

However, a discloser is not protected if they commit an offence under s 72 or s 73 of the Act, as follows:

- provide false or misleading information, or further information that relates to a public interest disclosure, that the person knows to be false or misleading in a material particular, intending that the information be acted on as a public interest disclosure (maximum penalty: a fine of 120 penalty units which is \$19,826.40 as at 1 January 2020, and usually increases on 1 July every year in accordance with arrangements made under the *Monetary Units Act 2004*, or a maximum of 12 months imprisonment, or both);
- claim that a matter is the subject of a public interest disclosure knowing the claim to be false (maximum penalty: a fine of 120 penalty units or 12 months' imprisonment, or both);
- falsely claim that a matter is the subject of a disclosure that the IBAC has determined to be a public interest complaint (maximum penalty: a fine of 120 penalty units or 12 months' imprisonment, or both).

Similar provisions set out in the IBAC Act, such as in s 184, also make it a criminal offence to disclose certain information received from the IBAC. The maximum penalties for such offences are a fine of 60 penalty units or 6 months' imprisonment, or both.

7.4.3. Other limitations on protections afforded to disclosers

A discloser is not protected against legitimate management action being taken by Council in accordance with the Act. Such action includes that taken in respect of performance development (including training), conditions of employment, discipline or to ensure the safety of the workplace.

In addition, although the discloser of a public interest disclosure is not subject to criminal or civil liability for making the disclosure, the Act specifically provides that a person remains liable for their own conduct even though the person has made a disclosure of that conduct under the Act. Therefore, the discloser will still be held liable for their own conduct that they disclose as part of making a public interest disclosure.

If the person making the disclosure is implicated in the improper conduct or detrimental action that is the subject of the disclosure

Where a discloser is implicated in improper conduct, Council will handle the disclosure and protect the discloser from reprisals in accordance with the Act, the IBAC's guidelines and these procedures. Council acknowledges that the act of disclosing should not shield disclosers from the reasonable consequences flowing from any involvement in improper conduct. However, in some circumstances, an admission may be a mitigating factor when considering disciplinary or other action.

The management of the welfare of a discloser may become complicated when that person is implicated in misconduct, whether or not that misconduct is related to the disclosure.

Taking disciplinary or other action against a person who has made a public interest disclosure invariably creates the perception that it is being taken in reprisal for the disclosure. The CEO will make the final decision on the advice of the Public Interest

Disclosure Coordinator as to whether disciplinary or other action will be taken against a discloser. Where disciplinary or other action relates to conduct that is the subject of the disclosure, the disciplinary or other action will only be taken after the disclosed matter has been appropriately dealt with. In all cases where disciplinary or other action is being contemplated, any such action will not be taken without Council's CEO ensuring that:

- the fact that a person has made a public interest disclosure is not a substantial reason for Council taking the action against the employee;
- there are good and sufficient grounds that would fully justify action against any other person in the same circumstances;
- there are good and sufficient grounds that justify exercising any discretion to institute disciplinary or other action.

Council will take all reasonable steps to document thoroughly its decision-making process so that it will be able to demonstrate clearly that the disciplinary or other action was taken for appropriate and permitted reasons under the Act. Such steps would be to include recording the reasons why the disciplinary or other action is being taken, and the reasons why the action is not being taken in retribution against the discloser for making the disclosure.

The discloser will be clearly informed of any action proposed to be taken, be afforded natural justice and informed of any mitigating factors that have been taken into account. Such communications with the discloser will be made in plain English and reasonable steps to provide appropriate support will be offered where appropriate.

8. Confidentiality

8.1. General obligation of confidentiality on Council and all individuals

Council will take all reasonable steps to protect the identity of the discloser and the matters disclosed by a discloser. Maintaining confidentiality in relation to public interest disclosure matters is crucial in ensuring reprisals are not made against a discloser.

Disclosers may consider whether it is in their best interests not to discuss any related matters other than with authorised persons within Council, officers of the IBAC, or other persons authorised by law (See 7.2.2 of these procedures).

8.2. Steps taken by Council to ensure confidentiality

8.2.1. Information management

Council will ensure all files, whether paper or electronic, are kept securely.

Those files will be accessible only by the Public Interest Disclosures Coordinator, and the Public Interest Disclosures Officers where they are involved in a particular matter. Where necessary, a Welfare Manager may be able to gain access (where appropriate) to related welfare matters.

The Welfare Manager will not divulge any details relating to the disclosed matter to any person other than the Public Interest Disclosures Coordinator or an investigator appropriately authorised under the Act or the IBAC Act.

All meetings between any relevant persons, the Welfare Manager and disclosers will be conducted discreetly to protect the confidentiality of the person making a public interest disclosure.

All printed material will be kept in files that are clearly marked as Public Interest Disclosures Act matters, and warn of the criminal penalties that apply to any unauthorised access, use or divulging of information concerning a public interest disclosure.

All electronic files will be produced and assigned specific password protection. Backup files will be kept on appropriately secured portable media. All other materials in connection with a public interest disclosure will also be stored securely with the public interest disclosure file.

Council will not use unsecured email to transmit documents in connection with a disclosure and will ensure all telephone calls and meetings in connection to disclosures are conducted privately and in the strictest of confidence. Hard copy documents will not be delivered by internal mail to a generally accessible area and, where possible, will be delivered in person.

8.2.2. Exemption from the Freedom of Information Act 1982 (FOI Act)

The FOI Act provides a general right of access for any person to seek documents in the possession of Council.

However, the Act provides that certain information related to public interest disclosures as contained in documents in the possession of Council will be exempt from the application of the FOI Act. Such information excluded from the operation of the FOI Act includes:

- any information relating to a public interest disclosure or assessable disclosure made in

accordance with the Act:

- any information relating to a disclosure notified to the IBAC by Council under s 21 of the Act for assessment; and
- any information that is likely to lead to the identification of a discloser.

Council is required to contact the IBAC prior to providing any document originating from the IBAC or relating to a public interest disclosure, if that document is sought under the FOI Act.

8.2.3. Training for all staff

Council will:

- ensure that officers, employees and Councillors have access to a copy of these procedures in hard or soft copy;
- incorporate into its training program about Council's general obligations under the Act and the rights and obligations of officers and employees;
- introduce periodic refresher courses for existing officers and employees about their rights and obligations under the Act;
- provide additional training and assistance to:
 - any members of Council with specific responsibilities and functions to handle and manage public interest disclosures under the Act, including the Public Interest Disclosures Coordinator, Public Interest Disclosures Officers and people involved in welfare management;
 - its complaint handling staff to ensure that any complaints received will be dealt with consistently and in accordance with the Act as required;
 - any officers or employees with functions and duties under the FOI Act or with responsibilities for information management, to ensure that no prohibited information is disclosed under the Act and to ensure there is appropriate liaising with the officers and employees of the IBAC or other investigative agencies where required in response to a request for access under the FOI Act; and
 - all officers and employees dealing with customers to ensure any potential disclosures received from external sources can be handled appropriately in accordance with the Act and these procedures.

8.3. Limited exceptions permitted by the Act

The Act makes it a crime to disclose information connected with a disclosure made in accordance with the Act. Limited exceptions to the prohibition on disclosure are specified by the Act including circumstances such as:

- where disclosure is required by Council (or one of its officers or employees) in the exercise of functions of Council under the Act;
- where necessary for the purpose of the exercise of functions under the Act;

- by an investigating entity for the purpose of exercising that entity's functions under the IBAC Act;
- in accordance with a direction or authorisation given by the investigating entity that is investigating the disclosure;
- to the extent necessary for the purpose of taking lawful action in relation to the conduct that is the subject of an assessable disclosure including a disciplinary process or action;
- where the IBAC or the VI has determined that the assessable disclosure is not a public interest disclosure and the discloser or Council subsequently discloses the information;
- when an investigative entity had published a report to Parliament, in accordance with its confidentiality obligations;
- for the purpose of obtaining legal advice in relation to matters specified in the Act;
- in order to enable compliance with the Act:
 - where a person does not have a sufficient knowledge of the English language, to obtain a translation from an interpreter;
 - where a person is under 18 years of age, to a parent or guardian of a discloser;
 - where a person is suffering a disability and is not able to understand, to an independent person;
- in disciplinary actions or legal proceedings for certain offences in the Act or other specified Acts.

The discloser of a public interest complaint may always seek advice and support from specified categories of persons without seeking permission. This enables information and content about an assessable disclosure to be provided to a registered health practitioner, trade union, employee assistance program, the Victorian WorkCover Authority or, for the purposes of an application, to the Fair Work Commission.

The Act prohibits the inclusion of any details in any report or recommendation that are likely to lead to the identification of a discloser. The Act also prohibits the identification of the person who is the subject of the disclosure in any particulars included in an annual report or any reports to Parliament.

8.4. Penalties apply for unauthorized disclosure of information

Except in the limited circumstances in 8.3 above, it is a criminal offence for a person to disclose the content, or information about the content, of an assessable disclosure. As at 1 January 2020, the maximum penalty for an individual is \$19,826.40 or 12 months imprisonment or both; or a body corporate, such as a Council, the maximum penalty is \$99,132.

9. Collating and publishing statistics

Council is required to publish certain information about the Act in its annual reports. That information relates mainly to how these procedures may be accessed and the number of disclosures notified to the IBAC for assessment under s 21 of the Act during the financial year.

The Public Interest Disclosures Coordinator will establish a secure register to record such information, and to keep account generally of the status of disclosures made under the Act.

10. Review

These procedures will be reviewed by the Executive every three years or upon significant changes to the Act, the Regulations or the IBAC's guidelines to ensure they comply with the requirements of the Act, the Regulations and the IBAC's guidelines.