

# Public Interest Disclosure

## Management Program – Metro North Health

### Introduction

This management program has been prepared to comply with section 28 of the *Public Interest Disclosure Act 2010* (the PID Act) and Public Interest Disclosure Standard No.1/2019 (the standard) issued by the Queensland Ombudsman under section 60 of the PID Act.

The Chief Executive has overall responsibility for ensuring that Metro North Health develops, implements and maintains a Public Interest Disclosure (PID) Management Program.

Metro North Health's PID Management Program encompasses:

### Purpose

Standard 1.3: Management program for PIDs, in Public Interest Disclosure Standard 1/2019 – Public Interest Disclosure Management Program, states that the management program must meet the following minimum requirements:

- Demonstrate organisational commitment.
- Appoint a PID Coordinator.
- Delegate PID responsibilities.
- Implement a communication strategy.
- Implement a training strategy.
- Analyse PIDs to inform improvements.

### Our commitment

Metro North Health encourages anyone who becomes aware of, or suspects wrongdoing, to report it. We are committed to:

- supporting and protecting people who report wrongdoing through the appropriate channels;
- ensuring public interest disclosures (PIDs) are properly assessed, investigated and dealt with in accordance with the Public Interest Disclosure Act 2010;
- ensuring effective systems and processes are implemented to address issues arising from the investigation or management of PIDs; and
- providing natural justice to those who are the subject of a PID.

### PID Coordinator

The **PID Coordinator** for Metro North Health is the:

Director, Ethical Standards Unit

Contact: 07 36461566 or [MN-ESU@health.qld.gov.au](mailto:MN-ESU@health.qld.gov.au)

Metro North Health's PID Coordinator has the delegated authority to determine if a disclosure is a PID and to report PIDs to the Queensland Ombudsman, as the oversight agency.

The PID Coordinator is also responsible for:

- developing and monitoring the effectiveness of the PID Management Program;
- developing and monitoring compliance with PID policies and procedures; and
- providing advice, awareness and training to anyone who has PID roles and responsibilities.

## Our Policy

Metro North Health has developed a comprehensive policy – Public Interest Disclosure 005329 for all Metro North Health employees (permanent, temporary and casual including contractors and consultants) and all organisations and individuals acting as its agents (including visiting medical officers and other partners contractors, consultants, students / trainees and volunteers).

## Procedure

Metro North Health has developed a comprehensive procedure - Public Interest Disclosure 002088 - for all Metro North Health employees.

The procedure explains, among other things, what a PID is; the procedure for making a PID; the protections that are available; and the roles and responsibilities in PID management.

## Our communication strategy

Metro North Health recognises that critical to the success of the PID Management Program is employee awareness of the program and Metro North Health's PID policy. Our communication strategy includes:

Audience	Communication strategy
All staff, managers and executives	<p>The PID Management Program and PID Procedure are published on the Metro North website and intranet.</p> <p>In addition, all staff, managers and executives are advised of Metro North Health's PID Management Program and PID Procedure via:</p> <ul style="list-style-type: none"><li>• orientation/onboarding relevant to their role</li><li>• intranet content</li><li>• periodic internal messaging relevant to their role</li></ul>

## Our training strategy

Metro North Health recognises the importance of providing training to employees on PID issues and ensuring that ongoing training is provided. Our training strategy involves the following:

Audience	Training strategy
All staff	<p>All new employees are required to complete mandatory online PID training within one month of commencement and every two years thereafter.</p> <p>A segment on PIDs is included as part of mandatory face to face orientation.</p>

	Information sessions are also provided by the Ethical Standards unit on a periodic basis through a combination of face-to-face and/or eLearning sessions.
Managers and executives	<p>Executives and managers (including PID support officers) are provided the opportunity to attend a comprehensive PID training session that covers: -</p> <ul style="list-style-type: none"> <li>• assessment and management</li> <li>• risk assessment and reprisal</li> <li>• support to disclosers</li> </ul> <p>Information sessions are also provided by the Ethical Standards unit on a periodic basis through a combination of face-to-face and/or eLearning sessions.</p>
PID Coordinator	The PID Coordinator is required to maintain up to date knowledge of PID responsibilities through ongoing communication, training and development activities through the Queensland Ombudsman.

The Public Interest Disclosure Management Program has been developed in accordance with the *Public Interest Disclosure Act 2010* and *Public Interest Disclosure Standards*.

## Program analysis and review

Metro North Health acknowledges the value of information obtained from PIDs in identifying systemic issues and trends and informing administrative improvements.

Following the finalisation of a PID made about Metro North or an employee, the PID Coordinator will assess whether any change is needed to Metro North's service delivery, personnel management, business processes or internal controls.

The PID Coordinator will conduct an annual review of the effectiveness of Metro North's PID Management Program and provide a report to the Chief Executive.

## Supporting documents and links

[Ethical Standards Unit | Corporate | Metro North HHS](#)

[Public Interest Disclosures | Ethical Standards Unit | Metro North Health](#)

[Public Interest Disclosure Act 2010 - Queensland Legislation - Queensland Government](#)

[Legislation and standards - Queensland Ombudsman](#)

[Public Interest Disclosure | Procedure](#)

[Public Interest Disclosure| Policy](#)