Public Interest Disclosures

Internal Reporting Policy

November 2016

Officers Authorised to Receive Public Interest Disclosures

- Chief Executive Officer
- Disclosures Manager
  [Richard Funston, Deputy CEO]
- Disclosures Coordinator
  [Senior Consultant, Workplace Standards, POD]
- Disclosures Officers
  [Business Partners, POD]
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1. Purpose and Context

The Public Interest Disclosures Act 1994 ("PID Act") sets out the system under which people working within the NSW public sector, including contractors, can come forward with important information about the functioning of the public sector in a way that minimises the risk of reprisal.

The objective of the PID Act is to encourage disclosures in the public interest of serious wrongdoing by:

- Improving procedures for making disclosures,
- Protecting people from reprisals simply because they have made a disclosure, and
- Providing for disclosures to properly investigated and dealt with.

The purpose of this Internal Reporting Policy is to establish an internal reporting system for Legal Aid NSW staff to report serious wrongdoing without fear of reprisal. The Policy sets out who you can report serious wrongdoing to in Legal Aid NSW, what can be reported and how reports of serious wrongdoing will be dealt with by Legal Aid NSW.

This Policy is designed to complement normal communication channels between supervisors and staff. Staff are encouraged to raise matters of concern at any time with their supervisors, but also have the option of making a report about a public interest issue in accordance with this Policy and the PID Act.

Managers should ensure that staff members know about this Policy and how to apply it. If anything in this Policy is unclear, or you are unsure about how to apply it, please contact the Disclosures Coordinator or Disclosures officers listed in this Policy.

This Policy is just one in the suite of our complaint handling policies, such as:

- Legal Aid NSW Code of Conduct
- Legal Aid NSW Corruption and Fraud Prevention Plan
- Resolving Disputes and Grievances Policy and Procedures
- Legal Aid NSW Complaints Guidelines and Procedures

The internal reporting system established under this Policy is not intended to be used for staff grievances. If a staff member makes a report under this policy which is substantially a grievance, the matter will be referred to People and Organisational Development (POD) to be dealt with accordingly.

2. Organisational commitment

Legal Aid NSW is committed to protecting staff who report serious wrongdoing in the workplace. We will support staff who report serious wrongdoing in good faith under this Policy and will:

- create a climate of trust, where staff are comfortable and confident about reporting serious wrongdoing;
- encourage staff to come forward if they are aware of or suspect serious wrongdoing;
- keep the identity of the staff member disclosing serious wrongdoing confidential, wherever possible and appropriate;
- protect staff who make disclosures from any adverse action motivated by their report;
- deal with reports thoroughly and impartially and if some form of serious wrongdoing has been found, take appropriate action to rectify it;
• keep staff who make reports informed of their progress and the outcome;

• encourage staff to report serious wrongdoing within Legal Aid NSW, but respect any decision to disclose such serious wrongdoing outside Legal Aid NSW – if such disclosure is made in accordance with the PID Act;

• ensure managers and supervisors at all levels understand the benefits of reporting serious wrongdoing, are familiar with this policy, and aware of the needs of those who make reports; and

• provide adequate resources, both financial and human, to effectively implement the Policy and associated procedures.

3. Who does this Policy apply to?

This Policy will apply to:

• permanent employees, whether full-time or part-time;

• temporary or casual employees;

• consultants;

• individual contractors working for Legal Aid NSW;

• employees of contractors providing services to Legal Aid NSW; and

• other people who perform public official functions whose conduct and activities could be investigated by an investigating authority, including volunteers.

The Policy also applies to public officials of another public authority who report any serious wrongdoing relating to Legal Aid NSW.

4. Roles and responsibilities

The role of staff

Staff play an important role in contributing to a workplace where known or suspected serious wrongdoing is reported and dealt with appropriately. All staff are obliged to:

• report all known or suspected serious wrongdoing and support those who have made reports of serious wrongdoing;

• if requested, assist those dealing with the report, including supplying information on request, cooperating with any investigation and maintaining confidentiality;

• treat any staff member or person dealing with a report of serious wrongdoing with courtesy and respect; and

• respect the rights of officers who may be the subject of reports.

Staff must not victimise or harass anyone who has made a report, or make false or misleading reports of serious wrongdoing.

Additionally, all staff members involved in the internal reporting process are obliged to adhere to the Legal Aid NSW Code of Conduct. A breach of the Code of Conduct could result in disciplinary action.
The role of Legal Aid NSW

Legal Aid NSW has a responsibility to establish and maintain a working environment that encourages staff to report serious wrongdoing and supports them when they do. This includes keeping the identity of reporters confidential where practical and appropriate, and taking steps to protect reporters from reprisal and manage workplace conflict.

We will assess all reports of serious wrongdoing received from staff and deal with them appropriately. Once a staff member makes a report of serious wrongdoing, Legal Aid NSW takes ‘ownership’ of the matter. This means it is up to us to decide whether a report should be investigated, and if so, how it should be investigated and by whom.

We will deal with all reports of serious wrongdoing fairly and reasonably, and respect the rights of any officers who may be the subject of a report. Legal Aid NSW must report on our obligations under the PID Act and statistical information about public interest disclosures in our Annual Report and to the NSW Ombudsman every six months.

Roles of key positions

These key positions have responsibility for implementation of the Legal Aid NSW Public Interest Disclosures Internal Reporting Policy.

**Chief Executive Officer (“CEO”)**

The CEO has the ultimate responsibility for maintaining the PID Internal Reporting system and workplace reporting culture, and ensuring that Legal Aid NSW complies with the PID Act.

The CEO can receive reports from staff and has a responsibility to:

- assess reports received by or referred to them, to determine whether or not the report should be treated as a public interest disclosure, and to decide how the report will be dealt with;
- ensure there are strategies in place to support reporters, protect reporters from reprisal and manage workplace conflict that may arise in relation to a report;
- make decisions following any investigation or appoint an appropriate decision-maker;
- take appropriate remedial action where wrongdoing is substantiated or systemic problems are identified;
- refer actual or suspected corrupt conduct to the Independent Commission Against Corruption (“ICAC”); and
- refer any evidence of a reprisal offence under section 20 of the PID Act to the Commissioner of NSW Police or the ICAC.

**Disclosures Manager**

The Disclosures Manager has the overall responsibility for managing the PID internal reporting system and complying with the reporting obligations under the PID Act.

The Disclosures Manager for Legal Aid NSW is Richard Funston, Deputy CEO.

**Disclosures Coordinator**

The Disclosures Coordinator for Legal Aid NSW is the position holder of Senior Consultant, Workplace Standards, POD.
The Disclosures Coordinator has a central role in our Internal Reporting system, as he/she can receive and assess reports, and is the primary point of contact for the reporter.

The Disclosures Coordinator has a responsibility to:

- assess reports to determine whether or not a report should be treated as a public interest disclosure, and to decide how each report will be dealt with;
- acknowledge reports and provide updates and feedback to the reporter;
- assess whether it is possible and appropriate to keep the reporter's identity confidential;
- assess the risk of reprisal and workplace conflict related to or likely to arise out of a report, and develop strategies to manage any risk identified;
- where required, provide or coordinate support to staff involved in the reporting or investigation process, including protecting the interests of any officer the subject of a report;
- ensure that we comply with the PID Act; and
- provide six-monthly reports to the NSW Ombudsman in accordance with section 6CA of the PID Act.

**Disclosures Officers**

Disclosures Officers for Legal Aid NSW are the position holders of Business Partners, POD. They are the additional points of contact within the Internal Reporting system. They can provide advice about the Policy, receive reports of serious wrongdoing and assist staff to make reports.

Disclosures officers have a responsibility to:

- document in writing any reports received verbally, and have the document signed and dated by the reporter;
- make arrangements to ensure staff can make reports privately and discreetly when requested, if necessary away from the workplace;
- discuss with the reporter any concerns they may have about reprisal or workplace conflict; and
- forward reports to the Disclosures Coordinator or the Disclosures Manager for assessment.

**Supervisors and line managers**

Supervisors and line managers play an important role in managing the immediate workplace of those involved in or affected by the Internal Reporting process. Supervisors and line managers should be aware of the Internal Reporting Policy and are responsible for creating a local work environment where staff are comfortable and confident about reporting serious wrongdoing.

They have a responsibility to:

- encourage staff to report known or suspected serious wrongdoing within Legal Aid NSW and support staff when they do;
- identify reports made to them in the course of their work which could be public interest disclosures, and assist the staff member to make the report to one of the authorised officers;
- implement local management strategies, in consultation with the Disclosures Coordinator, to minimise the risk of reprisal or workplace conflict in relation to a report; and
- notify the Disclosures Coordinator or the Disclosures Manager immediately if they believe that a staff member is being subjected to reprisal as a result of reporting serious wrongdoing.
5. What should be reported?

You should report any suspected serious wrongdoing within Legal Aid NSW, or any activities or incidents you see within Legal Aid NSW that you believe are wrong.

Reports about five categories of serious misconduct – corrupt conduct, maladministration, serious and substantial waste of public money, breach of the GIPA Act, and local government pecuniary interest contravention – which otherwise meet the criteria of a public interest disclosure, will be dealt with under the PID Act and according to this Policy. See below for details about these types of conduct.

All other wrongdoing or suspected wrongdoing should be reported to a supervisor, to be dealt with in line with the relevant policies. This might include:

- harassment or unlawful discrimination
- practices that endanger the health or safety of staff or the public.

Even if these reports are not dealt with as public interest disclosures, Legal Aid NSW recognises that such reports may raise important issues. We will respond to all reports and make every attempt to protect the staff member making the report from reprisal.

More information about what can be reported under the PID Act can be found in the NSW Ombudsman’s Guideline B2: What should be reported?

a. Corrupt conduct

Corrupt conduct is the dishonest or partial exercise of official functions by a public official.

For example, this could include:

- the improper use of knowledge, power or position for personal gain or the advantage of others
- acting dishonestly or unfairly, or breaching public trust
- a public official being influenced by a member of public to use their position in a way that is dishonest, biased or breaches public trust.

b. Maladministration

Maladministration is conduct that involves action or inaction of a serious nature that is contrary to law, unreasonable, unjust, oppressive or improperly discriminatory or based wholly or partly on improper motives.

For example, this could include:

- making a decision and/or taking action that is unlawful
- refusing to grant someone a licence for reasons that are not related to the merits of their application.

c. Serious and substantial waste of public money

Serious and substantial waste is the uneconomical, inefficient or ineffective use of resources that could result in losing or wasting public money.

For example, this could include:

- not following a competitive tendering process for a large scale contract
- having bad or no processes in place for a system involving large amounts of public funds.
d. Breach of the GIPA Act

A breach of the Government Information (Public Access) Act 2009 (GIPA Act) is a failure to properly fulfil functions under that Act.

For example, this could include:

- destroying, concealing or altering records to prevent them from being released
- knowingly making decisions that are contrary to the legislation
- directing another person to make a decision that is contrary to the legislation.

e. Local government pecuniary interest contravention

[This is not generally relevant to Legal Aid NSW staff members.]

6. Assessment of reports

All reports will be promptly and thoroughly assessed to determine what action will be taken to deal with the report and whether or not the report will be treated as a public interest disclosure. The Disclosures Coordinator is responsible for assessing reports, in consultation with the Disclosures Manager and/or the CEO where appropriate.

All reports will be assessed on the information available to the Disclosures Coordinator at the time. It is up to the Disclosures Coordinator to decide whether an investigation should be carried out and how that investigation should be carried out.

In assessing a report the Disclosures Coordinator may decide that the report should be referred elsewhere or that no action should be taken on the report.

7. When will a report be treated as a public interest disclosure?

Legal Aid NSW will treat a report as a public interest disclosure if it meets the criteria of a public interest disclosure under the PID Act. These requirements are:

- The report must be about one of the following five categories of serious wrongdoing – corrupt conduct, maladministration, serious and substantial waste of public money, breach of the GIPA Act, or local government pecuniary interest contravention;
- The person making the disclosure must honestly believe on reasonable grounds that the information shows or tends to show wrongdoing; and
- The report has to be made to either the CEO, a position nominated in this Policy (see section 8), an investigating authority or in limited circumstances to an MP or journalist (see section 9).

Reports by staff are not public interest disclosures if they:

- mostly question the merits of government policy, or
- are made with the sole or substantial motive of avoiding dismissal or other disciplinary action.
8. Who can receive a report within Legal Aid NSW?

You are encouraged to report general wrongdoing to your supervisor. However the PID Act requires that, for a report to be a public interest disclosure, it must be made to certain public officials identified in this policy or any supporting procedures.

The following positions are the only staff within Legal Aid NSW who are authorised to receive a public interest disclosure. Any supervisor who receives a report that they believe may be a public interest disclosure is obliged to assist the staff member to make the report to one of the positions listed below.

- **Chief Executive Officer**
- **Disclosures Manager** Richard Funston, Deputy CEO
- **Disclosures Coordinator** Senior Consultant, Workplace Standards, POD
- **Disclosures Officers** Business Partners, POD

The broader responsibilities of these positions are outlined under Roles & Responsibilities (Section 4).

9. Who can receive a report outside of Legal Aid NSW?

Staff are encouraged to report serious wrongdoing within Legal Aid NSW, but internal reporting is not your only option. You can also make a public interest disclosure to:

- An investigating authority; or
- A Member of Parliament or a journalist, but only in the limited circumstances outlined below.

a. Investigating authorities

The PID Act lists a number of investigating authorities in NSW that staff can report serious wrongdoing to and the type of serious wrongdoing each authority can deal with. In certain circumstances it may be preferable to make a report of serious wrongdoing to an investigating authority, for example any report about the CEO.

The relevant investigating authorities for Legal Aid NSW are:

- the Independent Commission Against Corruption (ICAC) — for disclosures about corrupt conduct
- the Ombudsman — for disclosures about maladministration
- the Auditor-General — for disclosures about serious and substantial waste
- the Information Commissioner — for disclosures about a breach of the GIPA Act
- the Office of Local Government— for disclosures about local councils
- the Police Integrity Commission (PIC) — for disclosures about police misconduct
- the Inspector of the Police Integrity Commission— for disclosures about the PIC or its staff
- the Inspector of the Independent Commission Against Corruption — for disclosures about the ICAC or its staff
- the Inspector of the Crime Commission – for disclosures about the NSW Crime Commission or its staff.

You should contact the relevant investigation authority for advice about how to make a disclosure to them. Contact details for each investigating authority are provided at the end of this Policy.
You should be aware that the investigating authority may well discuss any such reports with Legal Aid NSW. We will make every effort to assist and cooperate with the investigating authority to ensure that the matter is dealt with appropriately and there is a satisfactory outcome.

We will also provide appropriate support and assistance to staff who report wrongdoing to an investigating authority, if we are made aware that this has occurred.

**b. Members of Parliament or journalists**

To have the protections of the PID Act, staff reporting serious wrongdoing to a Member of Parliament (MP) or a journalist must have already made substantially the same report to one of the following:

- the CEO,
- a person nominated in this policy, or
- an investigating authority.

Also, Legal Aid NSW or the investigating authority that received your initial report must have either:

- decided not to investigate the matter;
- decided to investigate the matter, but not completed the investigation within six months of the original report;
- investigated the matter but not recommended any action as a result; or
- not told the person who made the report, within six months of the report being made, whether the matter will be investigated.

Most importantly – to be protected under the PID Act – if you report serious wrongdoing to an MP or a journalist you will need to be able to prove that you have reasonable grounds for believing that the disclosure is substantially true and that it is in fact substantially true (see Section 17).

**c. Other external reporting**

If you report serious wrongdoing to a person or authority that is not listed above, or make a report to an MP or journalist without following the steps outlined above, you will not be protected under the PID Act. This may mean you will be in breach of legal obligations or the Legal Aid NSW Code of Conduct – by, for example, disclosing confidential information.

For more information about reporting serious wrongdoing outside Legal Aid NSW, contact the Disclosures Coordinator [Senior Consultant, Workplace Standards, POD] or the NSW Ombudsman’s Public Interest Disclosures Unit. Their contact details are provided at the end of this policy.

**10. How to make a report**

You can report serious wrongdoing in writing or verbally. You are encouraged to make a report in writing as this can help to avoid any confusion or misinterpretation. Our Internal Reporting Form [include link] is also available for members of staff to use to make a report.

If a report is made verbally, the person receiving the report will make a comprehensive record of the report and ask the person making the report to sign this record. The staff member should keep a copy of this record.
11. Can a report be anonymous?

There will be some situations where you may not want to identify yourself when you make a report. Although these reports will still be dealt with by us, it is best if you identify yourself. This allows us to provide you with any necessary protection and support, as well as feedback about what action is to be taken or has been taken to deal with the issues raised in the report, or the outcome of any investigation.

It is important to realise that an anonymous disclosure may not prevent you from being identified by the subjects of the report or your colleagues. If we do not know who made the report, it is very difficult for us to prevent any reprisal should others identify you.

12. Feedback to staff who report serious wrongdoing

Staff who report serious wrongdoing will be told what is happening in response to their report.

a. Acknowledgement

When you make a report, we will contact you to confirm that your report has been received and to advise:

- the timeframe within which you will receive further updates; and
- the name and contact details of the people who can tell you what is happening or handle any concerns you may have.

After a decision is made about how your report will be dealt with, we will send you an acknowledgment letter, providing:

- information about the action that will be taken in response to your report;
- the likely timeframes for any investigation or other action; and
- information about the internal and external resources or services available that you can access for support.

We will provide this information to you within ten working days from the date you make your report. We will also advise you if we decide to treat your report as a public interest disclosure and provide you with a copy of this policy at that time, as required by the PID Act.

Please note, if you make a report which meets the requirements of the PID Act but the report was made under a statutory or legal obligation or incidental to the performance of your day to day functions, you will not receive an acknowledgement letter or a copy of this policy.

b. Progress updates

While your report is being dealt with, such as by investigation or making other enquiries, you will be given:

- information about the progress of the investigation or other enquiries and reasons for any delay;
- advice of any decision by us not to proceed with the matter; and
- advice if your identity needs to be disclosed for the purposes of investigating the matter or making enquiries, and an opportunity to talk about this beforehand.
c. Feedback

Once the matter has been finalised you will be given:

- enough information to show that adequate and appropriate action was taken and/or is proposed to be taken in response to your disclosure and any problem that was identified; and

- advice about whether you are likely to be called as a witness in any further matters, such as disciplinary or criminal proceedings.

13. Maintaining confidentiality

Legal Aid NSW realises that reporters may want their identity and the fact that they have made a report to remain confidential. This can help to prevent any action being taken against them for reporting serious wrongdoing.

Where possible and appropriate we will take steps to keep your identity, and the fact you have reported wrongdoing, confidential. We will discuss with you whether it is possible to keep your identity confidential. If confidentiality cannot be maintained, we will develop a plan to support and protect you from reprisal in consultation with you.

If you report serious wrongdoing, it is important that you only discuss your report with those responsible for dealing with it, such as the Disclosures Coordinator and/or the Disclosures Manager. The fewer people who know about your report, before and after you make it, the more likely it will be that we can protect you from any reprisal.

Any staff involved in the investigation or handling of a report, including witnesses, are also required to maintain confidentiality and not disclose information about the process or allegations to any person except for those people responsible for handling the report.

14. Managing the risk of reprisal and workplace conflict

When a staff member reports serious wrongdoing, we will undertake a thorough risk assessment to identify the risk to you of detrimental action in reprisal for reporting, as well as indirect but related risks of workplace conflict or difficulties.

The risk assessment will also identify strategies to deal with those risks and determine the level of protection and support that is appropriate.

Depending on the circumstances, we may:

- relocate the reporter or the staff member who is the subject of the allegation within the current workplace;

- transfer the reporter or the staff member who is the subject of the allegation to another position for which they are qualified; or

- grant the reporter or the staff member who is the subject of the allegation leave of absence during the investigation of the disclosure.

Note: These courses of action are not punishment and will only be taken in consultation with the reporter. Please speak to the Disclosures Coordinator if you have any concerns about the risk of reprisals and/or workplace conflict or difficulties.
15. **Protection against reprisals**

We will not tolerate any reprisal against staff who report serious wrongdoing or are believed to have reported serious wrongdoing.

The PID Act provides protection for staff who have made a public interest disclosure by imposing penalties on anyone who takes detrimental action against another person substantially in reprisal for that person making a public interest disclosure.

These penalties also apply to cases where a person takes detrimental action against another because they believe or suspect the other person has made or may have made a public interest disclosure, even if they did not.

Detrimental action means action causing, comprising or involving any of the following:

- injury, damage or loss,
- intimidation or harassment,
- discrimination, disadvantage or adverse treatment in relation to employment,
- dismissal from, or prejudice in, employment, or
- disciplinary proceedings.

A person who is found to have committed a reprisal offence may face criminal penalties such as imprisonment and/or fines, and may be required to pay the victim damages for any loss suffered as a result of the detrimental action. Taking detrimental action in reprisal is also misconduct which may result in disciplinary action.

It is important for staff to understand the nature and limitations of the protection provided by the PID Act. The PID Act protects staff from detrimental action being taken against them because they have made, or are believed to have made, a public interest disclosure. It does not protect staff from disciplinary or other management action where we have reasonable grounds to take such action.

**Responding to allegations of reprisal**

If you believe that detrimental action has been or is being taken against you or someone else in reprisal for reporting serious wrongdoing, you should tell your supervisor, the Disclosures Coordinator or the Disclosures Manager immediately.

All supervisors must notify the Disclosures Coordinator or the Disclosures Manager if they suspect that reprisal against a staff member is occurring or has occurred, or if any such allegations are made to them.

If we become aware of or suspect that reprisal is being or has been taken against a person who has made a public interest disclosure, we will:

- assess the report of reprisal to decide whether the matter warrants investigation or if other action should be taken to resolve the issue;
- if the reprisal allegation warrants investigation, ensure that this is conducted by a senior and experienced member of staff;
- if it is established that reprisal is occurring against someone who has made a report, take all steps possible to stop that activity and protect the reporter;
- take appropriate disciplinary action against anyone proven to have taken or threatened any action in reprisal for making a disclosure; and
- refer any evidence of an offence under section 20 of the PID Act to the ICAC or NSW Police.
If you allege reprisal, you will be kept informed of the progress and outcome of any investigation or other action taken in response to the allegation.

If you have reported serious wrongdoing and are experiencing reprisal which you believe is not being dealt with effectively, contact the Ombudsman or the ICAC (depending on the type of serious wrongdoing you reported). Contact details are included at the end of this policy.

Protection against legal action

If you make a public interest disclosure in accordance with the PID Act, you will not be subject to any liability, and no action, claim or demand can be taken against you for having made the public interest disclosure. You will not have breached any confidentiality or secrecy obligations and you will have the defence of absolute privilege in defamation.

16. Support for those reporting serious wrongdoing

We will make sure that staff who have reported serious wrongdoing, regardless of whether their report is treated as a public interest disclosure, are provided with access to any professional support they may need as a result of the reporting process – such as stress management or counselling services.

Access to support may also be available for other staff involved in the internal reporting process where appropriate. Reporters and other staff involved in the process can discuss their support options with the Disclosures Coordinator.

17. Sanctions for making false or misleading statements

It is important all staff are aware that it is a criminal offence under the PID Act to wilfully make a false or misleading statement when reporting serious wrongdoing.

We will not support staff who wilfully make false or misleading reports. Such conduct may also be a breach of the Legal Aid NSW Code of Conduct resulting in disciplinary action.

18. The rights of persons who are the subject of a report

We are committed to ensuring that staff who are the subject of a report of serious wrongdoing are treated fairly and reasonably. This includes keeping the identity of any person the subject of a report confidential, where this is practical and appropriate.

If you are the subject of the report, you will be advised of the allegations made against you at an appropriate time and before any adverse findings. At this time you will be:

- advised of the details of the allegation;
- advised of your rights and obligations under the relevant related policies and procedures;
- kept informed about the progress of any investigation;
- given a reasonable opportunity to respond to any allegation made against you; and
- told the outcome of any investigation, including any decision made about whether or not further action will be taken against you.

Where the reported allegations against the subject officer are clearly wrong, or have been investigated and not substantiated, the subject officer will be supported by us. The fact of the allegations and any investigation will be kept confidential unless otherwise agreed to by the subject officer.
19. Review

This Policy will be reviewed by Legal Aid NSW every three years. For any advice or guidance about this review, contact the NSW Ombudsman’s Public Interest Disclosures Unit.

20. More information and resources

The Internal Reporting form is attached below and is available on the intranet.

More information about public interest disclosures is also available on our Intranet. The procedures supporting this Policy are being developed and will soon be available on the Intranet.

Staff can also seek advice and guidance from the Disclosures Coordinator and the NSW Ombudsman’s website at www.ombo.nsw.gov.au.

The contact details for external investigating authorities that staff can make a public interest disclosure to or seek advice from are listed below.

**For disclosures about corrupt conduct:**
Independent Commission Against Corruption (ICAC)
Phone: 02 8281 5999
Toll free: 1800 463 909
Tel. typewriter (TTY): 02 8281 5773
Facsimile: 02 9264 5364
Email: icac@icac.nsw.gov.au
Web: www.icac.nsw.gov.au
Address: Level 21, 133 Castlereagh Street, Sydney NSW 2000

**For disclosures about serious and substantial waste:**
Auditor-General of the NSW Audit Office
Phone: 02 9275 7100
Facsimile: 02 9275 7200
Email: mail@audit.nsw.gov.au
Web: www.audit.nsw.gov.au
Address: Level 15, 1 Margaret Street, Sydney NSW 2000

**For disclosures about police misconduct:**
Police Integrity Commission (PIC)
Phone: 02 9321 6700
Toll free: 1800 657 079
Facsimile: 02 9321 6799
Email: contactus@pic.nsw.gov.au
Web: www.pic.nsw.gov.au
Address: Level 3, 111 Elizabeth Street, Sydney NSW 2000

**For disclosures about maladministration:**
NSW Ombudsman
Phone: 02 9286 1000
Toll free (outside Sydney metro): 1800 451 524
Tel. typewriter (TTY): 02 9264 8050
Facsimile: 02 9283 2911
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au
Address: Level 24, 580 George Street, Sydney NSW 2000

**For disclosures about local councils:**
Office of Local Government
Phone: 02 4428 4100
Tel. typewriter (TTY): 02 4428 4209
Facsimile: 02 4428 4199
Email: dlg@dlg.nsw.gov.au
Web: www.dlg.nsw.gov.au
Address: 5 O’Keefe Avenue, Nowra, NSW 2541

**For disclosures about breaches of the GIPA Act:**
Information Commissioner
Toll free: 1800 472 679
Facsimile: 02 8114 3756
Email: ipcinfo@ipc.nsw.gov.au
Web: www.ipc.nsw.gov.au
Address: Level 11, 1 Castlereagh Street, Sydney NSW 2000