

Ethics and Code of Conduct

The *Code of Conduct for the Queensland Public Service* (1 January 2011) (Code of Conduct) applies to all QFES personnel, whether permanent, temporary, full-time, part-time or casual, including volunteers, contractors and consultants or anyone who works with QFES in any capacity.

The Code of Conduct is based on the ethics, principles and their associated set of values prescribed in the *Public Sector Ethics Act 1994* (the Act). It also contains standards of conduct for each of the ethics principles:

- ✦ Integrity and impartiality
- ✦ Promoting the public good
- ✦ Commitment to the system of government
- ✦ Accountability and transparency.

The QFES *Think. Say. Do.* awareness package promotes awareness of, and provides information about positive workplace behaviour. The package combines workplace behaviour and Code of Conduct awareness training into one, easy to follow interactive package. All staff and volunteers are required to complete the package every three years to maintain currency. Modules include:

- ✦ Code of Conduct
- ✦ Ethical decision-making
- ✦ Positive workplace behaviours
- ✦ Complaint management and reporting
- ✦ Financial management
- ✦ Conflicts of interest
- ✦ Diversity and inclusion
- ✦ Social media.

Relevant topics from the *Think. Say. Do.* awareness package are presented at the department's Induction Forum.

Staff from the Relations and Standards Branch within QFES People will undertake training in early 2023–24, delivered by the Office of the Queensland Ombudsman, relating to Complaints management, Ethical decision-making in complaints, Complaints management—Internal review and Managing unreasonable complainant conduct.

QFES recognises the importance of transparency of decision-making influenced by effective governance practices and is developing the Fraud and Corruption Mitigation Program. The program will support the department's *Fraud and Corruption Control Plan* and aligns with the principles of the *Public Sector Act 2022*. The program is focussed on:

- ✦ enhancing procurement and project management activities
- ✦ developing, training and sustaining a minimum level of competency in relation to procurement, probity principles, conflict of interest and associated Queensland Government frameworks
- ✦ enhancing the governance, understanding and oversight of the management of QFES procurement activities, high value investments and strategic projects.

The outcomes of the program will provide a safer environment for QFES staff and volunteers ensuring they are conversant with conflict of interest and procurement requirements, minimising risks and maintaining the department's and its people's ethical obligations.

The Public Sector Act Implementation Team, within QFES People, is working with the Relations and Standards Branch subject matter experts, to ensure that all departmental policies and procedures relating to Management of complaints and Individual Employee Grievances, align with the new Public Sector Commission Directives.