



STATUTORY POLICY
MOUNT ISA CITY COUNCIL
Code of Conduct for Employees

RESOLUTION NO. **OM18/06/21** VERSION **V5**

APPLIES TO STATUTORY POLICIES ONLY

This an official copy of the **Code of Conduct for Employees**, made in accordance with the provisions of *Local Government Act 2009, Local Government Regulation 2012, Public Records Act, Public Sector Ethics Act 1994* and other Council Policies.

Statutory Policies comply with a legislative requirement; the **Code of Conduct for Employees** is approved by the Mount Isa City Council for the operations and procedures of Council.

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 David Keenan
Chief Executive Officer

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1. PURPOSE

Mount Isa City Council (“Council”) is committed to conducting business with integrity and accountability and believes this is critical to our success.

This Code of Conduct for Employees (“Code”) is a set of standards and behaviours related to the way we do our work. It puts a responsibility on all employees to follow the ethics principles detailed in the *Public Sector Ethics Act 1994* (“PSE Act”), the local government principles detailed in the *Local Government Act 2009* (“LG Act”) and Council’s corporate values.

The Code aims to deliver best practice by ensuring those standards are clear and guided by these ethics and values. By consistently applying these, we enhance public trust and confidence in Council to provide the highest level of customer service to the community.

The Code does not cover every situation, however, the values, ethics, standards and behaviours it outlines are a reference point to help make decisions in situations it does not cover. If you act in good faith and in keeping with the spirit of the Code, you can expect to be supported by your colleagues, your supervisor and by Council.

A ‘Guide for Ethical Decision-Making’ is included at Appendix B to help you in situations not covered by the Code.

2. COUNCIL STATEMENT

Council conducts its business with integrity, honesty and fairness and complies with all relevant laws, regulations, codes and corporate standards.

All Council employees must follow the highest standards of behaviour when dealing with customers and each other. Our leaders must encourage a culture where ethical conduct is recognised, valued and followed at all levels.

Council actively supports, encourages and develops its employees to work safely, be customer focused, use technology and Council assets effectively, adapt to changes and improve their own capabilities and contribute to Council’s Corporate and Operational Plans.

3. APPLICATION

This policy applies to employees, agents, work experience placements and contractors (including temporary contractors) of Council, collectively referred to in this policy as “employees”.

4. WHEN DOES THE CODE APPLY?

The Code governs our conduct as Public Officials while at work and while representing Council. Where an employee’s behaviour and/or actions, outside the workplace, directly impacts on the reputation of Council, the Code shall also apply.

5. COUNCIL’S CORPORATE VALUES

5.1 Council is committed to having clear values that will assist all employees in working towards the same goals for the community. These values reflect Council’s vision and what our employees stand for.

a) **Integrity** - Expected behaviours include:

- i. Adhere to legislation, Council policies and procedures
- ii. Treat customers and co-workers with respect and courtesy
- iii. Act with honesty and in the best interest of the organisation

b) **Service** – Expected behaviours include:

- i. Exceed the expectations of internal and external customers



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- ii. Demonstrate initiative and strive for continuous improvement
- iii. Take pride in the services delivered to the community
- c) **Accountability** – Expected behaviours include:
 - i. Manage time and resources effectively and efficiently
 - ii. Work as one team that is united and seamless
 - iii. Celebrate success and take ownership of failure

6. ETHICS PRINCIPLES

6.1 The PSE Act identifies four ethics principles fundamental to good public administration that guide employee's behaviour as Public Officials and form the basis for this Code of Conduct. The four principles are:

1. Integrity and impartiality
2. Promoting the public good
3. Commitment to the system of government and
4. Accountability and transparency

6.2 The First Principle – Integrity and impartiality

"In recognition that public office involves a public trust, public service agencies, public sector entities and Public Officials seek to promote public confidence in the integrity of the public sector and:

- a) *are committed to the highest ethical standards and*
- b) *accept and value their duty to provide advice, which is objective, independent, apolitical and impartial and*
- c) *show respect towards all persons, including employee, clients and the general public and*
- d) *acknowledge the importance of the public interest and undertake that any conflict of interest issue will be resolved or appropriately managed in favour of the public interest; and*
- e) *are committed to honest, fair and respectful engagement with the community*

Operationally, for you this requires the following standards of behaviour:

6.2.1 Conflicts of interest

When making decisions or recommendations you must declare any conflicts of interest that could affect your objectivity in carrying out your duties.

A conflict of interest involves a conflict between your official duties and responsibilities in serving the public interest and your private interests. A conflict of interest can arise from avoiding personal losses as well as gaining personal advantage – whether financial or otherwise. This includes advantages to relatives and friends.

If you believe you have a conflict of interest, whether real, potential or perceived, you must tell your supervisor promptly. Your supervisor will then provide further direction on how to resolve the matter giving rise to the conflict of interest.

Until the matter is resolved, you must make sure you are not part of any decision-making or recommendation processes related to the matter.

6.2.2 Influences on decision-making

You must not influence any person in any way with the aim to obtain advantage or favours.



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All decisions need to be, fair and transparent. This can be achieved in a number of ways, including clear record-keeping and showing how decisions were made.

You must not in any way misrepresent your qualifications, experience or expertise in any process.

Appendix A has more information about how to undertake ethical decision making: see 'A guide to ethical decision-making'.

You must ensure that any contact with lobbyists complies with Council policies and the requirements of the *Integrity Act 2009* (Qld) (as outlined at Appendix B).

6.2.3 Accepting gifts and benefits

Occasionally you may be offered gifts or benefits from people with whom you do business.

In accordance with s199 of the LG Act, it is an offence for an employee to ask for, or accept, a fee or other benefit for doing something as a local government employee. However, this does not apply to remuneration paid by Council or a benefit that has only a nominal value.

The acceptance of gifts or benefits must comply with Council's Employee Gifts and Benefits Policy.

Where required by Chapter 8, Part 5 of the *Local Government Regulation 2012* (Qld) senior employees (including the Chief Executive Officer ("CEO") and councillors) must ensure that gifts are recorded in their Register of Interests.

6.2.4 Public comments on Council business

As a general rule, councillors comment publicly on Council business. Council business can be topical, sensitive and controversial and there is a process to be followed when making public comments.

If you are asked to comment on any Council matter via the media or other public relations firms, you must refer them to Councils Corporate Communications and Marketing Officer. No employee is authorised to speak on behalf of Council unless they have received authorisation from the CEO.

You must also ensure that to the extent you collect, handle or give access to personal information, you comply with the Privacy Principles outlined under the *Information Privacy Act 2009* ("IP Act"). A copy of the Privacy Principles as applying to Council is outlined at Appendix C.

6.2.5 Advice given to councillors

Councillors may, from time to time, ask local government employees for advice for the purpose of assisting the Councillor carry out their responsibilities under the LG Act. Where requests for advice are made, these must be consistent with the LG Act s170A and Council's Acceptable Request Guidelines.

6.2.6 External Activities

Council supports and is committed to ensuring all employees are free to engage in trade union, party-political, professional, interest group or charity activities of their choosing. However, you must make sure that your participation in such activities does not cause either a conflict of interest, and/or unduly restricts the performance of your official duties with Council.

You must not allow your involvement in any external organisation to intrude upon your duties as a Council employee, which includes Council's confidence in you to give sound advice to Council that is objective, independent, apolitical and impartial.



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You are not to take part in political affairs whilst on duty. Council's IT systems, including internet access and email, Council newsletters and workplaces must not be used for political messages or circulating defamatory or disparaging remarks against individuals, groups or Council itself.

If you comment publicly in connection with external activities, you must make a clear distinction between your opinion as a member of the external organisation, and your opinion as a Council employee.

You must not use your role in Council, Council information, or information gained in the course of your official duties as a Council employee, to advance your position or standing within an external organisation, nor for the benefit or promotion of an external organisation without the prior approval of the CEO or by Council resolution. You must not provide Council information to members of other groups or related persons, except where this information is publicly available.

As a member of an external organisation, you need to be aware that participating in activities in the public arena, where you may be identified as a Council employee, can give rise to a perception of conflict of interest in some circumstances. Where such a situation arises, you must declare and manage the conflict in accordance with this Code of Conduct and any other relevant policy adopted by Council.

6.2.7 Behaviour towards each other

We must all treat each other with trust, respect, honesty, fairness, sensitivity and dignity. Employees who supervise or manage other employees have a special responsibility to model this kind of behaviour, and to ensure that the people they supervise understand the standard of performance and behaviour that is expected of them at work and when dealing with ratepayers and the public generally.

Council values diversity, and expects all its employees, contractors and volunteers to accommodate and respect different opinions and perspectives, and to manage interpersonal disagreements by rational debate. You must not behave towards any other person in a way that could be perceived as intimidating, overbearing or bullying, or that may constitute unwelcome conduct of a sexual nature.

Effective teamwork is an essential part of a productive workplace culture. Each team member needs to work co-operatively with fellow employees and actively and willingly take part in team activities (eg meetings).

6.2.8 Non-discriminatory workplace

Council is an equal opportunity employer and as such is proactive in ensuring that its practices do not discriminate based on an attribute relating to:

1. sex
2. relationship status
3. pregnancy
4. parental status
5. breastfeeding
6. age
7. race
8. impairment
9. religious belief or religious activity
10. political belief or activity
11. trade union activity
12. lawful sexual activity
13. gender identity

14. sexuality
15. family responsibilities or
16. association with, or relation to, a person identified on the basis of any of the above attributes

As an employee of Council, you have a shared responsibility to ensure that discrimination is not part of our workplace or our practices in dealing with ratepayers and the public generally. If you witness discriminatory behaviour, you have a positive obligation to report such actions to your supervisor, or if such action involves your supervisor, another senior officer. Found cases of unlawful discrimination may lead to disciplinary action taken against offending employees. For more information refer to Council's Anti-Discrimination and EEO Policy.

6.2.9 Sexual and other forms of workplace harassment

In accordance with the *Anti-Discrimination Act 1991* Council is committed to the prevention of any form of sexual harassment, victimisation or other forms of bullying in the workplace, or at any place where work-related activities are performed, including at Council related social functions. This commitment applies to all employees in their relationships with each other, to applicants for employment at Council and to persons who have dealings with Council.

As an employee of Council, it is expected that you proactively contribute to building a workplace that is free from sexual harassment, victimisation and bullying. You have a joint responsibility to respect the rights of fellow employees, by not taking part in any action that may constitute harassment of any form, and in doing so supporting and promoting the achievement of equal employment opportunity.

Some examples of behaviour which may constitute sexual harassment include, but is not limited to:

- a) unwelcome physical touching or
- b) sexual or suggestive comments, jokes or taunts or
- c) unwelcome requests for sex or
- d) the display of sexual materials (eg photos or pictures) or
- e) sexual reading matter (eg email or letters) or
- f) indecent exposure

Workplace bullying is when someone repeatedly does or says something to you that:

- g) creates a risk to your health and safety at work or
- h) is repeated and
- i) is unreasonable and would victimise, humiliate, intimidate or threaten most people if it happened to them

Some examples of behaviour which may constitute workplace bullying include but are not limited to:

- j) abuses, insults or uses offensive language or comments towards others or
- k) deliberately excludes a person from a workplace activity or
- l) withholds information vital to your effective workplace performance or
- m) sets unreasonable timelines or constantly changes timelines or
- n) spreads false or malicious rumours about a person

6.3 The Second Principle – Promoting the Public Good



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"In recognition that the public sector is the mechanism through which the elected representatives deliver programs and services for the benefit of the people of Queensland, public service agencies, public sector entities and Public Officials –

- a) *accept and value their duty to be responsive to both the requirements of government and to the public interest and*
- b) *accept and value their duty to engage the community in developing and effecting official public sector priorities, policies and decision and*
- c) *accept and value their duty to manage public resources effectively, efficiently and economically and*
- d) *value and seek to achieve excellence in service delivery and*
- e) *value and seek to achieve enhanced integration of services to better service clients*

Operationally, for you this requires the following standards of behaviour:

6.3.1 Customer service

As a Council employee it is expected that you will strive to provide excellent customer service. You must treat members of the public equitably and with honesty, fairness, sensitivity and dignity.

All Council employees serve ratepayers directly or indirectly. If your role in Council involves regular contact with the public, it is important to know how to deal comfortably and calmly with difficult situations and difficult people.

You are expected to treat complaints from customers, ratepayers, and the community or fellow employees seriously and respond to constructive feedback as an opportunity for improvement.

Customers have a right to complain about Council. Council expects its employees to show respect towards complainants. While you must make all reasonable efforts to help customers lodge complaints, if you think a situation is threatening or intimidating, you are entitled to withdraw. If in doubt, ask for help from a more experienced colleague or your supervisor. All customer complaints are to be processed in accordance with Council's Administrative Action Complaints Policy and Procedure.

Council's image can be impacted by the presentation of employees. Council requires its office-based employees to appear neat and tidy and maintain a professional business standard of dress. If you are unsure about what constitutes appropriate dress, please discuss this with your supervisor or refer to Council's Corporate Wardrobe Policy. Where you have been provided with Council uniforms, you are required to wear all components of the uniform without alteration and ensure that uniforms are clean and tidy.

6.3.2 Fairness to suppliers

Council's contracting activities are regulated in accordance with s104 of the LG Act. Further, Council has established procedures and delegations of authority for various stages of procurement of goods and services which reflect sound contracting principles as defined in s104(3) the LG Act. You must ensure you comply with these contracting principles and follow Council's Procurement Policy and Register of Delegations – CEO to Employees and Contractors and all other Council procedures when seeking suppliers for goods or services.

6.3.3 Public money

You must maintain high standards of accountability if you collect and use public money.

You are not to borrow or use Council money for private purposes. This also applies to items such as taxi vouchers or other vouchers.

Employees using Council monies for the purpose of entertainment and/or hospitality expenditure on Council's behalf must do so strictly in accordance with Councils Entertainment and Hospitality Policy.

6.3.4 Intellectual property

Council expects its employees to ensure that their actions do not breach or infringe the *Copyright Act 1968* (Cth), by unlawfully using the intellectual property of any individual or organisation.

You must respect the copyrights, trademarks and patents of suppliers and other organisations outside Council, and which includes that you do not reproduce or quote suppliers' material unless your license specifically allows it. Similarly, you must not store or copy audio, video or image files, printed media and software on Council assets without an appropriate license or approval. Where this is unclear you must seek written approval before arranging to publish, disclose or reproduce any articles or materials as part of your official duties.

Any original work, invention or product you have contributed to in association with your official duties as a Council employee remains the property of Council. Similarly, you must not publish or disclose any matters relating to Council's intellectual property without appropriate authority. This does not stop you from sharing with other organisations information relating to your official duties. However, if you do, and if you are unaware of whether such action may breach this Code, you must first seek clarification from your supervisor.

6.3.5 Concern for the environment

We all share the responsibility to protect our natural environment, creating healthy surroundings for our community, and for managing the impacts of air, water, land and noise pollution. This includes individual responsibility for our own actions (eg taking care in disposing of waste and using and storing chemicals, reducing energy consumption and waste in our work spaces where we can and applying high standards of environmental protection across the region).

In performing your duties at Council, you must ensure that you comply with your general environmental duty and where applicable, your duty to notify of environmental harm: Refer to Chapter 7, Part 1 of the *Environmental Protection Act 1994* (Qld).

6.4 The Third Principle – Commitment to the system of government

- a) *In recognition that the public sector has a duty to uphold the system of government and the laws of the State, Commonwealth and local government, public service agencies, public sector entities and Public Officials –*
 - i. *accept and value their duty to uphold the system of government and the laws of the state, the Commonwealth and local government and*
 - ii. *are committed to effecting official public sector priorities, policies and decisions professionally and impartially and*
 - iii. *accept and value their duty to operate within the framework of Ministerial responsibility to government, the Parliament and the community*
- b) *Subsection (1) does not limit the responsibility of a public service agency, public sector entity or Public Official to act independently of government if the independence of the agency, entity or official is required by legislation or government policy or is a customary feature of the work of the agency, entity or official.*

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6.4.1 Acting within the law



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As an employee of Council, you are expected to comply with applicable legislation, awards, certified agreements, Council policies and local laws.

You have the right and responsibility to respectfully question how you do your work, particularly if you think there is an imminent risk to the safety of yourself or others, or there is a better way of doing something, or if you think that a direction may be in breach of the law. When you have recorded your suggestion or concern you are required to work as directed by your supervisor, except where there is an imminent risk to safety. If the matter cannot be resolved within the workgroup, it should be immediately referred to your supervisor.

If you are charged with having committed any indictable offence, are subject to an indictable offence conviction, or are subject to a summary conviction, you should immediately report the circumstances to your supervisor. Such disclosure must be treated as confidential.

6.4.2 Acting in accordance with delegations and signing documents on behalf of Council

If you are requested to undertake an action on behalf of the CEO or Council, prior to exercising any power on behalf of the CEO you must ensure there exists an appropriate delegation under the relevant State or Federal legislation that allows you to exercise the power. Refer to Council's Register of Delegations - CEO to Employees and Contractors.

The following persons are the only persons who may sign a document on behalf of Council:

- a) the mayor
- b) a delegate of Council
- c) a councillor who is authorised, in writing, by the mayor to sign documents or
- d) a Council employee who is authorised, in writing, by the CEO to sign documents

6.4.3 Raising concerns

You have the right to comment on or raise concerns with your supervisor about Council policies, practices or priorities where they impact on your employment. However, you must do this in a reasonable and constructive way and take responsibility for your comments and views. Further, you must accept that Council has the right to determine its policy, practices and priorities and that you must comply with all reasonable and lawful instructions, whether or not you personally agree with a given policy direction. For more information refer to Council's Personal Grievance Policy.

When raising complaints or grievances, employees are expected to act with honesty and in good faith. Complaints that are considered vexatious or frivolous will not be progressed, and such complaints may be managed as acts of misconduct in accordance with the Council's Performance and Misconduct Policy.

6.4.4 Privacy

Council maintains information about individuals, businesses and commercial issues which is private and sensitive, and which could be harmful to a person's interest if released. Employees should only access personal information and records they require to perform their official Council duties and in accordance with Council's Information Privacy Policy.

Employees must ensure that the collection, storage and use of personal information is done so in accordance with the Privacy Principles outlined in the IP Act. A copy of the Privacy Principles is outlined at Appendix D.

As a general rule you can maintain privacy by:

- a) not discussing work matters with persons not entitled to know such information and



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- b) taking responsibility to safeguard confidential files and information and
- c) ensuring collected information is only used in a manner consistent with the purpose for which it was originally collected and
- d) ensuring that you are complying with Council policy in relation to maintaining privacy of personal information

It may be appropriate to share information based on your personal and professional experience (eg in seminars or training programs). However, in sharing your experiences, you must ensure that where personal information is involved, you don't breach Council's privacy obligations. You may breach this obligation even if comments are made or personal information other than your own is shared in your personal life, including via social media outlets such as Face Book.

In addition to the IP Act, the LG Act s200 (5) makes it an offence for a person who is, or has been, a Council employee to release information that the person knows, or should reasonably know, is information that:

- e) is confidential to Council and
- f) Council wishes to keep confidential

Personal and other information may on occasion be sought from Council by an employee or other members of the public, in accordance with the *Right to Information Act 2009* (Qld). If such a request is made of you, you must ensure that you refer such requests to your supervisor or relevant nominated right to information officer to be properly considered.

6.5 The Fourth Principle – Accountability and transparency

In recognition that public trust in public office requires high standard of public administration, public service agencies, public sector entities and Public Officials:

- a) are committed to exercising proper diligence, care and attention and
- b) are committed to using public resources in an effective and accountable way and
- c) are committed to managing information as openly as practicable within the legal framework and
- d) value and seek to achieve high standards of public administration and
- e) value and seek to innovate and continuously improve performance and
- f) value and seek to operate within a framework of mutual obligation and shared responsibility between public services agencies, public sector entities and Public Officials

Operationally, for you this requires the following standards of behaviour:

6.5.1 Using Council assets

Council's assets include property, plant, equipment, information systems, computing resources, goods, products and/or valuables (this includes surplus material, waste material and off-cuts). All employees share the responsibility for looking after them.

If you are in charge of assets, you must take good care of them while they are in your possession or use, and ensure they are used economically and efficiently. It is an offence to misuse or allow anyone else to misuse Council assets. You must make sure assets are secured against theft and properly stored, maintained and repaired.

You must ensure that you use Council assets only for official Council business

You must not store personal files on Council's IT assets. Any files stored on, or information accessed using Council assets, are discoverable by Council.



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You can use telephones on a limited basis for local calls that you cannot make conveniently outside working hours.

Council allows limited personal use of electronic mail and internet browsing, subject to and in accordance with Council's Electronic Media Use Policy. Limited personal use means use that is infrequent and brief, and is performed during your non-paid time, that is, before and after work or during meal breaks.

Upon your employment terminating with Council, you must return all Council property and work-related documents immediately.

6.5.2 Diligence, care and attention

Council aims to conduct its business with integrity, honesty and fairness and to achieve the highest standards in service delivery. You contribute to this aim by carrying out your duties honestly, responsibly, in a conscientious manner and to the best of your ability. This includes:

- a) maintaining punctuality and not being absent from your workstation/location during work time without reason
- b) giving priority to official duties over personal activities during work time
- c) ensuring you do not undertake personal work during work time
- d) not wasting time chatting about personal matters and interrupting other employees
- e) helping Council achieve its mission and goals by acting to improve systems and practices
- f) conducting yourself in a way so others gain confidence and trust in the way Council does business
- g) not allowing your conduct to distract or prevent others from working
- h) not exposing Council to a judgment for damages against it, as a result of your negligence or breach of any law or policy

If you are responsible for managing or supervising others, you must also ensure that:

- i) you model the values and principles outlined in this Code and ensure that employees within your area of responsibility understand and comply with the Code
- j) you do not come under a financial obligation to any employee you supervise or manage
- k) your work and the work of those you supervise contribute to the achievement of Council's goals
- l) employee performance is monitored, and individuals are given constructive and regular feedback on their performance in accordance with Council policies and procedures
- m) where practicable, employees are given training opportunities to assist them in developing their careers
- n) employees are provided with information that is vital for effective work performance
- o) the opinions of employees are respected and considered
- p) workloads are fairly distributed
- q) resourcing for a work team is neither excessive nor inadequate for the job
- r) employees who collect, handle or disburse public money are properly supervised and trained
- s) employee work times, overtime, allowances and absences are correctly recorded on timesheets
- t) appropriate action is taken if breaches of this Code occur

6.5.3 Attendance at and absence from duty



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You are expected to follow Council employment and working arrangements, agreements and rulings on attendance at work and leave. This includes not being absent without approval and accurately and truthfully recording all work and leave periods.

Council's operational efficiency depends on your punctuality and attendance at your work station/location. If you are unavoidably detained, you are required to advise your supervisor as soon as reasonably possible before your expected start time.

Absence without approval and without reasonable excuse can create concerns for your safety and lead to unproductive time for others. All employees have an obligation to ensure that they promptly notify their immediate supervisor, personally, as soon as practicable upon becoming aware that they are going to be absent from work. Failure to promptly notify Council may result in the non-payment of salary/wages for the period of absence and/or may result in Council taking disciplinary action.

6.5.4 Self-development

All employees have an obligation to be proactive in the continual improvement of all aspects of their work performance: refer to LG Act s13. You should aim to maintain and improve your work performance and that of your work unit in the delivery of customer service. You have a continuing responsibility to maintain and enhance your skills and expertise and keep up to date the knowledge associated with your area of work.

Council will assist you by providing equitable access to training and development opportunities. This may include accessing the study assistance program, learning new work duties, participating in project work or undertaking internal or external training.

6.5.5 Work health and safety

As Council employees we are all committed to zero harm in the way we conduct our business and Council activities. The *Work Health and Safety Act 2011* (Qld) s28 states, while at work, a worker must:

- a) take reasonable care for his or her own health and safety and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business are undertaking to allow the person to comply with this Act and
- d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

Council will ensure, so far as reasonably practicable, employees are free from:

- e) injury, illness or death caused by the workplace, relevant workplace area, work activities, or plant or substances for use at work; and
- f) the risk of death, injury or illness caused by the workplace, relevant workplace area, work activities, or plant or substances for use at work.

You must take reasonable steps to ensure your own safety, health and welfare in the workplace. You also have a duty of care to both fellow employees and members of the public. As a worker you have the following obligations at the workplace:

- g) to comply with the instructions given for work health and safety at the workplace by Council



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- h) to use personal protective equipment provided by Council for your use if you have been properly instructed in its use
- i) not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace
- j) not to wilfully place at risk the workplace health and safety of any person at the workplace
- k) not to wilfully injure yourself

You also have a duty to:

- l) identify hazards and manage risks to health and safety
- m) perform all work safely and follow safe work practices
- n) report any incidents or hazards immediately and support investigations
- o) take corrective action to 'make safe' the workplace, relevant workplace area or work activities and implement improvements
- p) participate in rehabilitation and return to work programs if required

We must keep our workplace drug and alcohol free if we are to maintain the trust and confidence of the broader public and ensure the health and safety of all employees. All Council employees, contractors and volunteers are obligated to comply with Council's Drug and Alcohol Policy at all times. The use of drugs or alcohol can adversely affect productivity, attendance and on-the-job safety. As such you must not:

- q) use, possess or be impaired by the effects of illegal drugs whilst on duty
- r) come to work impaired by the effects of alcohol or drugs
- s) consume alcohol while on duty or in the workplace other than strictly in accordance with Council policy
- t) gamble or bet on Council premises (except for authorised sweeps and tipping competitions)
- u) undermine Council's service to customers by leaving your workstation/location in order to smoke. Smoking is only permissible during meal breaks
- v) smoke in areas other than Council's designated smoking areas as identified in Council's Smoke-Free Workplace Policy

For more information refer to Council's Drug and Alcohol Policy.

7. LOCAL GOVERNMENT PRINCIPLES

The LG Act requires Council's actions are consistent with the following local government principles:

1. transparent and effective processes, and decision-making in the public interest
2. sustainable development and management of assets and infrastructure, and delivery of effective services
3. democratic representation, social inclusion and meaningful community engagement
4. good governance of, and by, local government
5. ethical and legal behaviour of councillors and local government employees

These legislated principles, together with Council's corporate values, form the basis of this Code. They apply to all employees and guide our thinking, actions and decision-making.



8. SECONDARY EMPLOYMENT

- 8.1 Written approval from the CEO must be received prior to the commencement of secondary employment, this includes additional employment with Council outside of your substantive and initial role. Consideration will be given where the following requirements are met:
- a) that no conflict of interest exists or develops, between private employment and your official Council duties
 - b) that your secondary employment has no effect on the performance of your official Council duties. This includes effects from a safety/fatigue management perspective
 - c) that your secondary employment does not involve use of Council resources (physical, technological or intellectual) and
 - d) in accordance with s198 of the LG Act, where you seek to be employed by more than one local government at the same time, approval of each of the local governments is required prior to you being appointed to the second position
- 8.2 Although you do not need written approval, if you undertake voluntary work or a hobby you also need to ensure that these activities meet the above requirements. If you are unsure, you should discuss this with your supervisor.
- 8.3 The onus is on the employee to notify Council to advise when /if circumstances change.

9. VARIATIONS

Council reserves the right to vary, replace or terminate this policy from time to time.

10. BREACH OF THE CODE

- 10.1 Where Council reasonably believes an employee has breached this policy, the matter will be dealt with under the Performance and Misconduct Policy.
- 10.2 Depending on the type or severity of the breach, the matter may be referred to an external oversight agency such as the Crime and Corruption Commission or the Queensland Police Service.

11. TRAINING

- 11.1 In accordance with the requirements of the PSE Act, Council must ensure that employees are given access to appropriate education and training about the public sector ethics:
- a) As a part of an induction program and
 - b) At regular intervals during an employees' employment

12. COMMUNICATION AND DISTRIBUTION

- 12.1 In accordance with s16 of the PSE Act, CEO must ensure that reasonable steps are taken to consult about the code with:
- a) The Public Officials to whom the Code is to apply
 - b) Industrial organisations representing the interests of any of the officials and
 - c) Other appropriate entities representing the interests of any of the officials

This Code is approved by the CEO in accordance with s17 of the PSE Act.

- 12.2 Council will make available to the public, the Code of Conduct for Employees on our website at www.mountisa.qld.gov.au
- 12.3 The responsible officer shall liaise with the Training and Development Officer to create and deliver internal appropriate and regular training to all Council employees.

12.4 Supervisors will ensure the policy is distributed as per the Distribution and Dissemination table on this policy.

13. DEFINITIONS

- a) **Benefit** – means something that is similar to a gift in that it is of value to the recipient, but it is less tangible in nature (eg a new job or promotion, preferential treatment, or access to confidential information).
- b) **Conflict of Interest** – means a conflict between a Council employee’s work responsibilities and their personal or private interests. A conflict of interest can arise from either gaining a personal advantage or avoiding a personal loss. Conflicts of interest can be real (actual) or perceived (apparent).

A real conflict of interest is a conflict between the employee’s duties and their private interests. For example, Ron is on a recruitment and selection panel and his sister is applying for a position to be decided by that panel.

A perceived conflict of interest arises where a person is likely to believe an employee’s private interests could improperly influence them at work. Such a perception is judged having regard to what a fair and reasonable member of the public could be expected to believe. For example, Frida works for Council as a community grants funding program manager. On the weekend she plays tennis with the director of a community organisation applying for funding through the funding program Frida is managing. A reasonable person is likely to believe that Frida could be improperly influenced by the relationship she has developed with the director at tennis.

- c) **Corrupt Conduct** – As defined in section 15 of the *Crime and Corruption Act 2001*

Corrupt conduct means conduct of a person, regardless of whether the person holds or held an appointment, that:

- a) adversely affects, or could adversely affect, directly or indirectly, the performance of functions or the exercise of powers of:
 - i. a unit of public administration or
 - ii. a person holding an appointment and
- b) results, or could result, directly or indirectly, in the performance of functions or the exercise of powers mentioned in paragraph (a) in a way that:
 - i. is not honest or is not impartial or
 - ii. involves a breach of the trust placed in a person holding an appointment, either knowingly or recklessly or
 - iii. involves a misuse of information or material acquired in or in connection with the performance of functions or the exercise of powers of a person holding an appointment; and
- c) would, if proved, be:
 - i. a criminal offence or
 - ii. a disciplinary breach providing reasonable grounds for terminating the person’s services, if the person is or were the holder of an appointment

Corrupt conduct also means conduct of a person, regardless of whether the person holds or held an appointment, that:

- a) impairs, or could impair, public confidence in public administration and
- b) involves, or could involve, any of the following:
 - i. collusive tendering
 - ii. fraud relating to an application for a licence, permit or other authority under an Act with a purpose or object of any of the following (however described):



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- A) protecting health or safety of persons
- B) protecting the environment
- C) protecting or managing the use of the State's natural, cultural, mining or energy resources
 - iii. dishonestly obtaining, or helping someone to dishonestly obtain, a benefit from the payment or application of public funds or the disposition of State assets
 - iv. evading a State tax, levy or duty or otherwise fraudulently causing a loss of State revenue
 - v. fraudulently obtaining or retaining an appointment and
- c) would, if proved, be:
 - i. a criminal offence or
 - ii. a disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or were the holder of an appointment
- d) **Gift** – means an item of value – money, voucher, entertainment, hospitality, travel, commodity, property – that one person gives to another. Gifts may be offered as an expression of gratitude with no obligation to repay or given to create a feeling of obligation.
- e) **Impaired by the effects of alcohol or drugs means -**
 - for all employees, a blood alcohol content greater than 0.00%
 - for all employees – a positive drug test result in excess of the cut-off levels specified in Councils Drug and Alcohol Policy Appendix; and/or physical or mental condition and/or behaviour which limits the employee's ability to undertake work in a safe and effective manner
- f) **Indictable offence** – means a crime or misdemeanour for which an offender cannot, unless otherwise expressly allowed, be prosecuted or convicted except upon indictment.
- g) **Indictable offence conviction** – means a finding of guilt, and the acceptance of a plea of guilty, by a court, whether or not a conviction is recorded, in relation to an indictable offence.
- h) **Limited Personal Use** (Electronic Mail and World Wide Web) – means the following:
 - Use that is infrequent and brief and is performed during the employee's non-paid time. That is, before and after work or during meal breaks
 - Use that does not breach this Code of Conduct, Council policy, PSE Act, LG Act (including Regulations), *Crime and Corruption Act 2001* or related State and Federal legislation and regulations
 - Personal use is activity conducted for purposes other than undertaking official business, professional duties, and/or professional development
 - Personal use refers to personal related activities which do not interfere with the operations of the Council
 - Examples of permitted limited personal use of the internet include:
 - i. internet access that is incidental to employment or personal business transactions such as accessing government information sites and online banking and bill paying
 - ii. participation in approved online training or personal development programs
 - iii. sending or receiving infrequent personal messages by email, providing the content of the message does not breach Council's Code of Conduct or Corporate Policies
 - Examples of limited personal use of the internet that is NOT permitted (not an exhaustive list) include:
 - i. gambling (including gaming, online betting, bookmaker odds, lottery pages, bingo, football tipping)



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- ii. games (including traditional board games, card games and role-playing games, for example, Solitaire and World of Warcraft)
 - iii. participation in online auctions (including eBay)
 - iv. dating (including the use of online dating services)
 - v. downloading and storage of music, video files and pictures (including the use of YouTube, iTunes, Napster, Bit Torrent and similar sites/programs)
 - vi. accessing social networking sites (including Facebook, Twitter, Instagram and similar sites) unless the use is directly connected with your duties, is for the purpose of communicating approved Council publications and/or media releases and has been approved by your supervisor
 - vii. accessing, downloading, storing or sending racially and/or sexually offensive, obscene and/or other threatening, belligerent or libellous electronic communications
- i) **Official Misconduct** – means wrongdoing by a public sector official (including police) in carrying out their official duties or exercising their powers. It must involve one of the following:
- i. dishonesty or lack of impartiality
 - ii. a breach of the trust put in a person by virtue of their position or
 - iii. a misuse of officially obtained information

It must also be a criminal offence or serious enough to justify dismissal of the person from their position.

- j) **Public Official** – means an employee of Council.
- k) **Supervisor** – means your immediate supervising officer and includes team leaders, coordinators, seniors, leading hands, managers, directors and CEO.
- l) **Summary conviction** – means a summary conviction of an Indictable offence by a Magistrates Court.
- m) **Types of interests** – interests can be financial, non-financial, personal, private, family or business.
- A financial interest is when the employee could gain a personal financial benefit including having shares, receiving gifts, benefits or bribes, or receiving hospitality or travel. For example, Kim's partner owns a company which is tendering for work with Council.
 - Some examples of non-financial interests are below:
 - i. You work in the strategic procurement area and one of your regular fishing friends asks you to keep an eye on his tender application.
 - ii. You work in the funding application area, and you are also president of a local group applying for funding from Council
 - iii. You work in the development applications area and your children's school will be affected by a new development and the development proposal has been submitted to Council for approval

ASSOCIATED DOCUMENTS AND LEGISLATION

- Administrative Action Complaints Policy and Procedure
- Anti-Discrimination and EEO Policy
- Corporate Wardrobe Policy
- Workplace Bullying and Harassment Prevention Policy
- Drug and Alcohol Policy
- Anti-Discrimination Policy
- Human Rights Policy
- Employee Gifts and Benefits Policy
- Entertainment and Hospitality Policy



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- Information Privacy Policy
- Performance and Misconduct Policy
- Register of Delegations – CEO to Employees and Contractors
- Performance and Misconduct Policy
- Personal Grievance Policy
- Request for Secondary Employment Application form
- Procurement Policy
- Register of Interests
- Related Party Disclosure Policy
- Register of Lobbyists Contacts
- Smoke-Free Workplace Policy
- Acceptable Request Guidelines
- *Anti-Discrimination Act 1991*
- *Copyright Act 1968*
- *Crime and Corruption Act 2001*
- *Environmental Protection Act 1990*
- *Information Privacy Act 2009*
- *Integrity Act 2009*
- *Local Government Act 2009*
- *Public Sector Ethics Act 1994*
- *Work Health and Safety Act 2011*



APPENDIX A - A Guide to Ethical Decision-making

The following guide is designed to help you reach an ethical decision based on the relevant facts and circumstances of a situation.

Step 1: Assess the situation.

- What is your aim?
- What are the facts and circumstances?
- Does it break the law or go against Council policy?
- Is it in accordance with the Code's principles?
- What principles does it relate to? Why?
- Who is affected? What rights do they have?
- What are your obligations or responsibilities?

Step 2: Look at the situation from Council's viewpoint.

- As a Public Official, what should you do?
- What are the relevant laws, rules and guidelines?
- Who else should you consult?

Step 3: How would others see your actions?

- Would a community member think you used your powers or position improperly?
- Would a community member see your action or decision as honest and impartial?
- Do you face a conflict of interest?
- Will your decision or action stand up to public scrutiny?

Step 4: Consider the options.

- Ask your supervisor, or any person who is able to give sound, relevant advice.
- What options and consequences are consistent with Council's values, the five local government principles, the four ethics principles fundamental to good public administration and your obligations?
- What are the costs and long-term consequences of each option?
- How would the public view each option?
- What will be the outcome for Council, your colleagues, others and you?

Step 5: Choose your course of action.

Make sure your actions are:

- within your power to take, legal and in accordance with Council policies and this Code
- fair and able to be justified to your supervisor and the public
- documented so a statement of reasons can be supplied
- consistent with Council's mission, goals and values and
- backed by advice from Council specialists, if this is appropriate



APPENDIX B – Contact with Lobbyists

The following guide is designed to help you deal with lobbyists appropriately and in compliance with provisions of the *Integrity Act 2009*.

1. Contact by Registered Lobbyists

Councillors and Council employees who receive contact from a lobbyist must establish whether the lobbyist is registered. The Lobbyist Register may be viewed at:

<http://lobbyists.integrity.qld.gov.au/who-is-on-the-register.aspx>

Councillors and Council employees who receive contact by a registered lobbyist must create a record of that contact and forward the following core information to the Register of Lobbyists Contacts.

- Date of Contact
- Name and title of councillors and Council employees present
- Name and title of Lobbyist/s present
- Name and title of Lobbyist's clients/s present
- Method of contact (eg telephone call)
- Purpose of contact (eg follow up of progress with application)
- Brief description of issue
- Outcome of contact

2. Contact by Unregistered Lobbyists

Councillors and Council employees must not engage in lobbying activity with unregistered lobbyists. If you reasonably believe someone is an unregistered lobbyist and undertaking a lobbying activity, please follow the below steps:

- Advise the person (in a professional manner) that you believe that:
 - i. This contact may be a "lobbying activity" under the *Integrity Act 2009*
 - ii. You are required under that Act to seek some clarification as to the person's standing as a unregistered lobbyist under the *Integrity Act 2009*
 - iii. You can no longer discuss with this person any lobbying activity matters, but you can assist with any "unrelated lobbying activity" discussions
- Make a note of the person's details and circumstances of the lobbying activity (ie time, date and place of incident, who were the people involved in the incident and how you believe this was a "lobbying activity");
- Report the matter (including a copy of your notes of the incident) to your supervisor and
- Discontinue contact with the person on any "lobbying activity", until the matter is resolved. This does not mean you cannot assist the person with other "unrelated lobbying activity" matters



APPENDIX C – Information Privacy Principles

1 IPP 1 - Collection of personal information (lawful and fair)

- (1) An agency must not collect personal information for inclusion in a document or generally available publication unless:
 - (a) the information is collected for a lawful purpose directly related to a function or activity of the agency and
 - (b) the collection of the information is necessary to fulfil the purpose or is directly related to fulfilling the purpose
- (2) An agency must not collect personal information in a way that is unfair or unlawful.

2 IPP 2--Collection of personal information (requested from individual)

- (1) This section applies to the collection by an agency of personal information for inclusion in a document or generally available publication.
- (2) However, this section applies only if the agency asks the individual the subject of the personal information for either:
 - (a) the personal information or
 - (b) information of a type that would include the personal information
- (3) The agency must take all reasonable steps to ensure that the individual is generally aware of:
 - (a) the purpose of the collection and
 - (b) if the collection of the personal information is authorised or required under a law:
 - (i) the fact that the collection of the information is authorised or required under a law and
 - (ii) the law authorising or requiring the collection and
 - (c) if it is the agency's usual practice to disclose personal information of the type collected to any entity (the first entity) the identity of the first entity and
 - (d) if the agency is aware that it is the usual practice of the first entity to pass on information of the type collected to another entity (the second entity) the identity of the second entity
- (4) The agency must take the reasonable steps required under subsection (3):
 - (a) if practicable--before the personal information is collected or
 - (b) otherwise--as soon as practicable after the personal information is collected
- (5) However, the agency is not required to act under subsection (3) if:
 - (a) the personal information is collected in the context of the delivery of an emergency service and
Example:
personal information collected during a triple 0 emergency call or during the giving of treatment or assistance to a person in need of an emergency service.
 - (b) the agency reasonably believes there would be little practical benefit to the individual in complying with subsection (3) in the circumstances and
 - (c) the individual would not reasonably expect to be made aware of the matters mentioned in subsection

3 IPP 3--Collection of personal information (relevance etc.)

- (1) This section applies to the collection by an agency of personal information for inclusion in a document or generally available publication.
- (2) However, this section applies to personal information only if the agency asks for the personal information from any person.

- (3) The agency must take all reasonable steps to ensure that:
- (a) the personal information collected is:
 - (i) relevant to the purpose for which it is collected and
 - (ii) complete and up to date and
 - (b) the extent to which personal information is collected from the individual the subject of it, and the way personal information is collected, are not an unreasonable intrusion into the personal affairs of the individual.

4 IPP 4--Storage and security of personal information

- (1) An agency having control of a document containing personal information must ensure that--
- (a) the document is protected against:
 - (i) loss and
 - (ii) unauthorised access, use, modification or disclosure and
 - (iii) any other misuse and
 - (b) if it is necessary for the document to be given to a person in connection with the provision of a service to the agency, the agency takes all reasonable steps to prevent unauthorised use or disclosure of the personal information by the person.
- (2) Protection under subsection (1) must include the security safeguards adequate to provide the level of protection that can reasonably be expected to be provided.

5 IPP 5--Providing information about documents containing personal information

- (1) An agency having control of documents containing personal information must take all reasonable steps to ensure that a person can find out:
- (a) whether the agency has control of any documents containing personal information and
 - (b) the type of personal information contained in the documents and
 - (c) the main purposes for which personal information included in the documents is used and
 - (d) what an individual should do to obtain access to a document containing personal information about the individual
- (2) An agency is not required to give a person information under subsection (1) if, under an access law, the agency is authorised or required to refuse to give that information to the person.

6 IPP 6--Access to documents containing personal information

- (1) An agency having control of a document containing personal information must give an individual the subject of the personal information access to the document if the individual asks for access.
- (2) An agency is not required to give an individual access to a document under subsection (1) if:
- (a) the agency is authorised or required under an access law to refuse to give the access to the individual or
 - (b) the document is expressly excluded from the operation of an access law

7 IPP 7--Amendment of documents containing personal information

- (1) An agency having control of a document containing personal information must take all reasonable steps, including by the making of an appropriate amendment, to ensure the personal information--
- (a) is accurate and
 - (b) having regard to the purpose for which it was collected or is to be used and to any purpose directly related to fulfilling the purpose, is relevant, complete, up to date and not misleading
- (2) Subsection (1) applies subject to any limitation in a law of the State providing for the amendment of personal information held by the agency.



- (3) Subsection (4) applies if:
- (a) an agency considers it is not required to amend personal information included in a document under the agency's control in a way asked for by the individual the subject of the personal information; and
 - (b) no decision or recommendation to the effect that the document should be amended wholly or partly in the way asked for has been made under a law mentioned in subsection (2)
- (4) The agency must, if the individual asks, take all reasonable steps to attach to the document any statement provided by the individual of the amendment asked for.

8 IPP 8--Checking of accuracy etc. of personal information before use by agency

Before an agency uses personal information contained in a document under its control, the agency must take all reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used; the information is accurate, complete and up to date.

9 IPP 9--Use of personal information only for relevant purpose

- (1) This section applies if an agency having control of a document containing personal information proposes to use the information for a particular purpose.
- (2) The agency must use only the parts of the personal information that are directly relevant to fulfilling the particular purpose.

10 IPP 10--Limits on use of personal information

- (1) An agency having control of a document containing personal information that was obtained for a particular purpose must not use the information for another purpose unless:
 - (a) the individual the subject of the personal information has expressly or impliedly agreed to the use of the information for the other purpose or
 - (b) the agency is satisfied on reasonable grounds that use of the information for the other purpose is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of an individual, or to public health, safety or welfare or
 - (c) use of the information for the other purpose is authorised or required under a law; or
 - (d) the agency is satisfied on reasonable grounds that use of the information for the other purpose is necessary for 1 or more of the following by or for a law enforcement agency:
 - (i) the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of laws imposing penalties or sanctions
 - (ii) the enforcement of laws relating to the confiscation of the proceeds of crime
 - (iii) the protection of the public revenue
 - (iv) the prevention, detection, investigation or remedying of seriously improper conduct
 - (v) the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal or
 - (e) the other purpose is directly related to the purpose for which the information was obtained or

Examples for paragraph (e):

- i) An agency collects personal information for employee's administration purposes. A new system of employee's administration is introduced into the agency, with much greater functionality. Under this paragraph, it would be appropriate to transfer the personal information into the new system
 - ii) An agency uses personal information, obtained for the purposes of operating core services, for the purposes of planning and delivering improvements to the core services
- (f) all of the following apply:
- (i) the use is necessary for research, or the compilation or analysis of statistics, in the public interest



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- (ii) the use does not involve the publication of all or any of the personal information in a form that identifies any particular individual the subject of the personal information
 - (iii) it is not practicable to obtain the express or implied agreement of each individual the subject of the personal information before the use
- (2) If the agency uses the personal information under subsection (1)(d), the agency must include with the document a note of the use.

11 IPP 11--Limits on disclosure

- (1) An agency having control of a document containing an individual's personal information must not disclose the personal information to an entity (the relevant entity), other than the individual the subject of the personal information, unless:
- (a) the individual is reasonably likely to have been aware, or to have been made aware, under IPP 2 or under a policy or other arrangement in operation before the commencement of this schedule, that it is the agency's usual practice to disclose that type of personal information to the relevant entity or
 - (b) the individual has expressly or impliedly agreed to the disclosure or
 - (c) the agency is satisfied on reasonable grounds that the disclosure is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of an individual, or to public health, safety or welfare or
 - (d) the disclosure is authorised or required under a law or
 - (e) the agency is satisfied on reasonable grounds that the disclosure of the information is necessary for 1 or more of the following by or for a law enforcement agency:
 - (i) the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of laws imposing penalties or sanctions
 - (ii) the enforcement of laws relating to the confiscation of the proceeds of crime
 - (iii) the protection of the public revenue
 - (iv) the prevention, detection, investigation or remedying of seriously improper conduct
 - (v) the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal or
 - (f) all of the following apply:
 - (i) the disclosure is necessary for research, or the compilation or analysis of statistics, in the public interest:
 - (ii) the disclosure does not involve the publication of all or any of the personal information in a form that identifies the individual
 - (iii) it is not practicable to obtain the express or implied agreement of the individual before the disclosure
 - (iv) the agency is satisfied on reasonable grounds that the relevant entity will not disclose the personal information to another entity
- (2) If the agency discloses the personal information under subsection (1)(e), the agency must include with the document a note of the disclosure.
- (3) If the agency discloses personal information under subsection (1), it must take all reasonable steps to ensure that the relevant entity will not use or disclose the information for a purpose other than the purpose for which the information was disclosed to the agency.
- (4) The agency may disclose the personal information under subsection (1) if the information may be used for a commercial purpose involving the relevant entity's marketing of anything to the individual only if, without limiting subsection (3), the agency is satisfied on reasonable grounds that--



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- (a) it is impracticable for the relevant entity to seek the consent of the individual before the personal information is used for the purposes of the marketing; and
- (b) the relevant entity will not charge the individual for giving effect to a request from the individual to the entity that the individual not receive any marketing communications; and
- (c) the individual has not made a request mentioned in paragraph (b); and
- (d) in each marketing communication with the individual, the relevant entity will draw to the individual's attention, or prominently display a notice, that the individual may ask not to receive any further marketing communications; and
- (e) each written marketing communication from the relevant entity to the individual, up to and including the communication that involves the use, will state the relevant entity's business address and telephone number and, if the communication with the individual is made by fax, or other electronic means, a number or address at which the relevant entity can be directly contacted electronically.