Authorised Officer PID Assessment Workflow Checklist

1. Allocation Details

PID Case Number	Click here to enter text.
Date of Disclosure	Click or tap to enter a date.
Recipient of disclosure	☐ Authorised Officer (Click here to enter name) ☐ Supervisor (Click here to enter name) ☐ Principal Officer (Click here to enter name) ☐ Other: please specify: Click or tap here to enter text.
Method of disclosure	Choose an item.

2. Receipt of Allocation Documentation from Discloser

The following documentation has been confirmed as received from the Discloser:

- ☐ The Public Interest Disclosure
- ☐ Confidentiality Acknowledgement and Consent Form
- ☐ [Insert any other relevant information]

3. Discloser's Details

Status of Discloser	Choose an item. If 'non-public official' is selected – is it appropriate the discloser is deemed to be a public official for the purpose of this disclosure as per s70 of the *Public Interest Disclosure Act 2013* (PID Act)? ☐ Yes ☐ No Details: Click or tap here to enter text.
Please ensure the following sections are completed with express permission from the discloser.	
Anonymity status	Choose an item.
Confidentiality Acknowledgement and Consent Form status	Choose an item.
Full name*	Click or tap here to enter text.
Work address/location*	Click or tap here to enter text.
Contact number*	Click or tap here to enter text.
Email address*	Click or tap here to enter text.

4. Checklist for Authorised Officers

4.1. Disclosure Details

Item	Comment
Allegation summary	Click or tap here to enter text.
Details of disclosure *(This may include:* *- How the alleged conduct occurred.* *- How the discloser became aware of the alleged conduct.* *- Any other relevant events surrounding the issue.*	Click or tap here to enter text.
Details of individual(s) involved and their role in the alleged conduct *(Where possible, please provide the individual's name, position, team/division, and agency)*	Click or tap here to enter text.
Date(s) of alleged conduct if known *(If multiple items are appropriate, please provide details)*	Click or tap to enter a date. Click or tap here to enter text.
Location(s) of the alleged conduct	Click or tap here to enter text.
Details of any action that has been taken to address this issue *(This may include whether the suspected wrongdoing has been reported to anyone else. If so, what has that person/s done to fix, stop or prevent it)*	Click or tap here to enter text.
Details of any supporting documentation or information received	Click or tap here to enter text.
Details of further information received from the discloser	Click or tap here to enter text.
Details of further information requested from the discloser	Click or tap here to enter text.

4.2. Considering Corrupt Conduct

Task	Yes/No	Comments
i. Does the information provided involve corrupt conduct that is serious or systemic?	Choose an item.	**YES**, mandatory referral obligations to the National Anti-Corruption Commission apply. Please contact the PID Team for referral assistance and then proceed to next step. **NO**, proceed to next step.

4.3. Considering Personal Work-Related Conduct

Task	Yes/No	Comments
i. Does the information provided only involve personal work-related conduct?	Choose an item.	**YES**, the information provided is not a PID. Proceed to step 5. **NO**, proceed to next step.

4.4. Considering Disclosable Conduct

Task	Yes/No	Comments
i. Does the information tend to show disclosable conduct as defined in S29 of the PID Act?	Choose an item.	**YES**, Select the type(s) of conduct below, before proceeding to next step. Choose an item. Choose an item. Choose an item. **NO**, the matter is not a PID. Proceed to step 5.
ii. Was the alleged conduct engaged in by: • an agency • a public official in connection with their duties • an (employee of a) contracted service provider in connection with, entering into, or giving effect to, that contract?	Choose an item.	**YES**, proceed to next step **NO**, the matter is not a PID. Proceed to step 5.
iii. Are you satisfied that the conduct disclosed would be more appropriately investigated under another law or power (e.g. Code of Conduct)?	Choose an item.	**YES**, please provide detail of the other law or power, before proceeding to next step. Click here to enter text. **NO**, the matter is a PID. Proceed to the next step.

5. Risk Assessment

5.1. Conduct a Reprisal Risk Assessment

Protections from reprisal action may still apply in circumstances where the disclosure does not constitute a valid public interest disclosure. The completion of a risk assessment for all disclosures assists Authorised Officers meet the positive duty requirements to protect disclosers from reprisal action.

Please complete the details below following completion of the separate risk assessment template.

Task	Comments
Is a Risk Assessment required?	☐ Yes (please complete the following details) ☐ No (please proceed to step 6)
Risk Assessment Officer	Click or tap here to enter text.
Date of Assessment	Click or tap here to enter text.
Did the discloser express concerns of reprisal?	☐ Yes ☐ No
Outcome of the Risk Assessment	Choose an item.
Details of Risk Management Plan	Click or tap here to enter text.

6. Record of Decision

As an Authorised Officer of Services Australia (the agency), I have reviewed the information provided, and determined that the conduct disclosed **<please select>** the requirements to be allocated to the agency under the *Public Interest Disclosure Act 2013*.

I **<please select>** that: (delete those that do not apply)

- the disclosed information tends to show the following instances of disclosable conduct:
  - Choose an item.
  - Choose an item.
  - Choose an item.
- the disclosed information does not tend to show one or more instances of disclosable conduct as defined by the PID Act.
- the disclosed information constitutes personal work-related conduct.
- the discloser is, has been, or should be deemed to be, a public official;
- the conduct was engaged in by:
  - an agency,
  - a public official in connection with their position as a public official, or
  - a contracted service provider for a Commonwealth contract in connection with entering into, or giving effect to, that contract
- the disclosure was made to:
  - an authorised internal recipient, or
  - the discloser's supervisor.

I have made the decision to **<please select>** the disclosure on the grounds that [Outline the reasoning that led to this conclusion].

The Discloser and the Commonwealth Ombudsman will be informed of my decision and the reasons for my decision.

Signed:

Authorised Officer

[Insert name]
Authorised Officer for the purposes of the PID Act
[Insert date]

Public Interest Disclosure (PID) Risk Assessment

General information

PID Case Number	Click here to enter text.
Assessing Officer	Click here to enter text.
Date of receipt of disclosure	Click here to enter a date.
Date of risk assessment	Click or tap to enter a date.
Has there been a previous risk assessment for this party regarding this issue?	Choose an item. If yes, please provide date of last risk assessment: Click or tap here to enter text. If yes, has anything changed since the last risk assessment? Choose an item. If yes, please provide details here. If yes, has the discloser raised any additional concerns or risks? Choose an item. If yes, please provide details here.

Version History

	Date of risk assessment	**Have any changes occurred, or has the discloser raised any additional concerns or risks? If so, comment.**	**Evaluation of Risk**
1	Click or tap to enter a date.		Choose an item.
2	Click or tap to enter a date.		Choose an item.
3	Click or tap to enter a date.		Choose an item.

Concern of reprisal

Ask the discloser:	Yes/No	Comments
Is the discloser concerned that a reprisal could take place (as per section 13 of the PID Act)?	Choose an item.	Click here to enter text.

Has a specific threat been made against the discloser?

- ☐ Yes
- ☐ No

Comments:

Click here to enter text.

Likelihood of reprisal – risk factors

Risk factors	Yes/No	Comment
Vulnerable discloser		
Is (or was) the disclosable conduct directed at the discloser?	Choose an item.	Click here to enter text.
Do the discloser and the subject of the disclosure work together?	Choose an item.	Click here to enter text.
Are the discloser and the subject of the disclosure in each other's reporting lines or have managers or staff in common?	Choose an item.	Click here to enter text.
Is the disclosure about a more senior official?	Choose an item.	Click here to enter text.
Is the discloser employed on a casual or part time basis?	Choose an item.	Click here to enter text.
Is the discloser physically located in the same office as the subject of the disclosure?	Choose an item.	Click here to enter text.
Is the discloser isolated, for example, either geographically or because of shift work?	Choose an item.	Click here to enter text.
Is the disclosure being investigated outside the discloser's organisation?	Choose an item.	Click here to enter text.

Risk factors	Yes/No	Comment
Threats or past experience		
Does the discloser have a history of conflict with the subject of the disclosure?	Choose an item.	Click here to enter text.
Is there a history of conflict or reprisals in the workplace?	Choose an item.	Click here to enter text.
Will the disclosure exacerbate conflict?	Choose an item.	Click here to enter text.
Confidentiality unlikely to be maintained		
Does anyone else know about the disclosure?	Choose an item.	Click here to enter text.
Has the discloser already raised the issue or revealed their identity in the workplace?	Choose an item.	Click here to enter text.
Is the discloser's immediate workplace a small team?	Choose an item.	Click here to enter text.
Are there circumstances (e.g. stress) which will make it difficult for the discloser to discuss the issue?	Choose an item.	Click here to enter text.
Will the discloser be identified or suspected if the existence or content of the disclosure becomes known?	Choose an item.	Click here to enter text.
Can the disclosure be investigated confidentially?	Choose an item.	Click here to enter text.
Significant reported wrongdoing		
Is the reported wrongdoing significant/serious?	Choose an item.	Click here to enter text.
Are there allegations about individuals in the disclosure?	Choose an item.	Click here to enter text.
Is there more than one wrongdoer involved in the matter?	Choose an item.	Click here to enter text.
Is (or was) the reported wrongdoing occurring frequently?	Choose an item.	Click here to enter text.

Risk factors	Yes/No	Comment
Is the disclosure likely to adversely impact the subject, senior management, the agency, the Minister or the government?	Choose an item.	Click here to enter text.
Does the subject, senior management, the agency, the Minister or the government have the motivation to take reprisals?	Choose an item.	Click here to enter text.
Does the subject, senior management, the agency, the Minister or the government have the power/opportunity to take reprisals?	Choose an item.	Click here to enter text.

Other relevant risk factors

Ask the discloser:	Yes/No	Comment
Are there any other risk factors or relevant information?	Choose an item.	Click here to enter text.

Based on the information provided, the overall likelihood of reprisal being taken against a discloser has been rated as being:

- ☐ Unlikely
- ☐ Possible
- ☐ Likely

Comments:

Click here to enter text.

Consequence of reprisal

What is the likely seriousness and/or consequence of any potential reprisal action?

Consequence	Yes/No	Comments/Relevant Factors
MINOR • Occasional or irregular action • Not work related • Minor adverse effect on the discloser Example: Exclusion from social functions	Choose an item.	
MODERATE • Routine or repeated actions • Work related • Adverse effect on the person Example: Regularly not receiving relevant work related information	Choose an item.	
MAJOR • Sustained actions or one-off action • Work related • Significant impact on the discloser Example: Consistently excluded from team meetings / Unjustified negative performance evaluation	Choose an item.	
EXTREME • Action which is likely to have severe impact on the discloser Example: Threat of, or actual, physical violence / Unjustified denial of merit-based promotion	Choose an item.	

The seriousness and/or consequence of the reprisal has been rated as:

- ☐ Minor
- ☐ Moderate
- ☐ Major
- ☐ Extreme

Comments:

Click here to enter text.

Supervisor/manager comments

Is it appropriate for the supervisor or manager to provide comment on why reprisal may occur?

Please note that supervisor/manager comment is only appropriate if the supervisor/manager is not party to the conduct and the discloser provides consent to the details of their disclosure being shared with the individual.

☐ YES
☐ NO

If yes, has the supervisor or manager provided any such comment?

☐ YES
☐ NO

Please provide details:

Click or tap here to enter text.

This may include:

- *assessing likely perceptions amongst staff as to why the discloser came forward and how colleagues may respond if the discloser's identity becomes known*
- *managing the discloser's expectations about how other staff might perceive their disclosure*
- *reducing the potential for future conflict between the discloser and management about whether effective support was provided*
- *identifying the motives of staff allegedly involved in reprisals if an investigation becomes necessary.*

Evaluation of risk

	CONSEQUENCE / SERIOUSNESS			
LIKELIHOOD	MINOR	MODERATE	MAJOR	EXTREME
UNLIKELY	**Low**	**Low**	**Medium**	**Medium**
POSSIBLE	**Low**	**Medium**	**Medium**	**High**
LIKELY	**Medium**	**Medium**	**High**	**High**

Based on the identified likelihood and consequence ratings, the overall risk of reprisal has been assessed as:

☐ Low Risk
☐ Medium Risk
☐ High Risk

Comments:

Click here to enter text.

Risk Management Plan

Where the risk level is assessed as anything greater than low, a risk management strategy must be developed for mitigating the risk of reprisals being taken against the discloser.

What strategies will be implemented to eliminate, minimise or manage the risks to parties involved in the PID?

Treatment Plan	*Possible strategies include:* o Maintain confidentiality to the extent possible, and ensure all the parties are aware of their obligations o Appoint a PID Support Officer o Proactively advise subject officers about the consequences of taking reprisal action o Alter reporting structures o Increase monitoring of the work environment o Temporarily relocate the subject officer to a different location/role o Independently verify the work performance of the discloser o Provide access to specialist support services if required
Owner of responsibility:	Click or tap here to enter text.
Date to be actioned by:	Click here to enter a date.
Monitoring frequency:	Click or tap here to enter text.
Other comments	Click or tap here to enter text.

Risk Management Review

Throughout the conduct of the investigation, periodically monitor the effectiveness of the risk management plan (in consultation with the party or parties concerned) and identify any amendments required.

Date for next review	Click here to enter a date.

Public Interest Disclosure Report Form

Public officials who suspect wrongdoing within the public sector are encouraged to raise their concerns under the *Public Interest Disclosure Act 2013* (PID Act). To be assessed as a public interest disclosure, the information must:

- be made by current or former public officials (or those deemed to be public officials)
- be provided to an Authorised Officer, or supervisor of the public official, and
- tend to show disclosable conduct.

The PID Act applies to Australian Government agencies, Commonwealth companies, public authorities and Commonwealth contracted service providers who have responsibilities under the PID Act to investigate suspected wrongdoing and take appropriate action.

The Discloser's Obligations

Disclosers have certain obligations that must be observed, and therefore should:

- exercise discretion about the disclosure, and maintain confidentiality throughout the investigation process
- not investigate the matter themselves
- provide reasonable assistance as required during the investigation
- alert the Authorised Officer to any issues that are encountered, or possible reprisal action experienced in relation to the disclosure, and
- not knowingly making false or misleading claims or statements.

The Discloser's Rights and Protections

The PID Act provides a means for protecting disclosers from adverse consequences of disclosing information. The PID Act provides disclosers with:

- protection of their identity
- immunity from civil, criminal, or administrative liability
- support and protection from reprisals

Even if the report of wrongdoing turns out to be incorrect or cannot be substantiated, a discloser is still protected under the PID Act, provided the disclosure was made to an appropriate person under the PID Act, and the discloser reasonably believes that the information tends to show disclosable conduct.

Please note that making a public interest disclosure does not protect a discloser from liability for their own wrongdoing. Furthermore, immunity from liability does not apply if a discloser:

- knowingly makes a statement that is false or misleading
- knowingly provide false or misleading information, or dishonestly produces forged or altered documents
- makes a disclosure knowing that it contravenes a designated publication restriction and without a reasonable excuse for doing so.

Next Steps

After completion of this report, please send your form to an Authorised Officer within the agency or to PID@servicesaustralia.gov.au. An Authorised Officer will review the details and respond to your disclosure as soon as possible.

PID Report Form

The completion and submission of this form is not mandatory however, it will assist in providing the necessary information so an Authorised Officer can assess the disclosure.

Do you wish to remain anonymous? *(Should you decide to stay anonymous and not provide any contact details we may be unable to seek clarifying details or keep you informed of the process)*	Choose an item.
Please provide your name (or pseudonym) and contact details	Name: Click or tap here to enter text. Contact details: Click or tap here to enter text.
Are you a current or former Commonwealth Public Official?	Click or tap here to enter text.
What department, section or agency does the allegation relate to?	Click or tap here to enter text.
Date(s) of alleged conduct if known *(If multiple items are appropriate, please provide details)*	Click or tap to enter a date.
	Click or tap to enter a date.
Location(s) of the alleged conduct	Click or tap here to enter text.
Details of individuals or agency involved and their role in the allegation *(Where possible, please provide the individuals name, position, team/division, and agency)*	Click or tap here to enter text.
Details of the disclosure. *(This may include:* • *How the alleged conduct occurred* • *How you became aware of the conduct* • *Relevant events surrounding the issue)*	Click or tap here to enter text.
Has any action been taken to address this issue? If so, please provide details.	Click or tap here to enter text.
Do you have any concerns of possible reprisal as a result of making the disclosure?	

Public Interest Disclosure Reprisal Risk Self-Assessment

Under the *Public Interest Disclosure Act 2013* (PID Act), agencies must assess any risk that reprisal may be taken against a person who makes a public interest disclosure.

An assessment of the potential reprisal risks involved for yourself will be conducted as well as an assessment of the likelihood of your identity becoming known (if you request confidentiality).

What is reprisal?

Reprisal occurs if someone causes, by an act or omission, any detriment to another person because they believe or suspect that person, or anyone else, has made, may have made, proposes to make, or could make a public interest disclosure (s13(1)).

Administrative action that is reasonable to protect the discloser from detriment is not a reprisal (s13(3)). Making a disclosure does not exclude the discloser from reasonable management action for unsatisfactory performance or wrongdoing on their part.

If at any stage you believe you are at risk of suffering any detriment because of your disclosure, or you believe you have suffered detriment, please contact the Authorised Officer, the Principal Officer, or the PID Support Team for support and assistance.

Whilst completing this form is not mandatory, information you provide may assist the agency assess these risks and put in place appropriate strategies to prevent or contain them. Please respond honestly to the questions below.

You may return this form, or write with your concerns on reprisal, by emailing the PID Support Team (pid@servicesaustralia.gov.au).

Discloser Details

PID Case Number:	Click or tap here to enter text.
Full Name:	Click or tap here to enter text.
Signature:	
Date:	Click or tap to enter a date.

Risk Assessment Questions

1. Have you reported this matter to any other person or agency? If yes, to whom and what was their response? If available, please provide a copy of their response.

☐ YES ☐ NO

Comments:

Click here to enter text.

2. Are you concerned about possible reprisals for making this report? If so, please provide details of any potential reprisal.

☐ YES ☐ NO

Comments:

Click here to enter text.

3. Has a specific threat already been made against you with regard to this matter? If so, please provide details.

☐ YES ☐ NO

Comments:

Click here to enter text.

4. Services Australia will make every effort to finalise the investigation within the timeframe required under the PID Act, however are you concerned that the issues you reported could escalate if the investigation extends beyond this time? If so, please provide details.

☐ YES ☐ NO

Comments:

Click here to enter text.

5. Do you have any other information or concerns regarding your risk of reprisal that you wish the Authorised Officer to be aware of? If so, please provide details.

☐ YES ☐ NO

Comments:

Click here to enter text.

Delegate of the Principal Officer

Public Interest Disclosure (PID) Assessment Workflow

1. Allocation Details

PID Case Number	Click here to enter text.
Full Name of Authorised Officer	Click here to enter text.
Allocation date	Click or tap to enter a date.
Full Name of Principal Officer	Click here to enter text.
End date for investigation *(90 days after date of allocation)*	Click or tap to enter a date.
Was an extension granted by Commonwealth Ombudsman?	Choose an item. If applicable, specify new investigation end date: Click or tap to enter a date.

2. Receipt of Allocation Documentation from Authorised Officer

The following documentation has been confirmed as received from the Authorised Officer:

- ☐ The Public Interest Disclosure
- ☐ The Discloser's Confidentiality Acknowledgment and Consent Form
- ☐ Reprisal Risk Assessment
- ☐ *Any other documentation*

3. Considering Corrupt Conduct

PID officers have a **mandatory referral obligation** under the NACC ACT if, during the course of performing their duties, they become aware of corrupt conduct that is serious or systemic.

A PID officer is required to continue to with the handling of the disclosure in accordance with the PID Act, unless the NACC has issued a **stop action direction**.

Task	Yes/No	Comments
Does the information raise issues of corrupt conduct that is serious or systemic?	Choose an item.	If yes, the mandatory referral obligations apply.
Provide details to **employee.fraud** for triage/assessment and NACC referral if referral threshold is met.	Choose an item.	Date sent Click here to enter a date.

4. Notifying the Discloser

The Principal Officer must, as soon as reasonably practicable, give written notice to the discloser of the following (whichever is applicable):

a) that the Principal Officer is required to investigate the disclosure;
b) that the Principal Officer has decided not to investigate, or further investigate, the disclosure;
c) that the Principal Officer cannot investigate, or further investigate, the disclosure because of a stop action direction under the NACC Act. (PID Act s50)

Task	Yes/No	Comments
If contact details are provided, issue the **Notice to Discloser – Requirement to Investigate a PID** to the Discloser as required by s50 of the PID Act.	Choose an item.	Date sent Click here to enter a date.
Do you consider that the information provided in the Public Interest Disclosure, if proven, tends to show any of the types of disclosable conduct listed at s29 of the PID Act?	Choose an item.	If yes, select the types of conduct: Choose an item. Choose an item. Choose an item.
Do you intend to exercise the discretion not to investigate the disclosure under s48(1) of the PID Act?	Choose an item.	If yes, please provide grounds for decision and proceed to Step 6. Click here to enter text.
Relevant Templates		
PO.2 – Notice to Discloser – Requirement to Investigate a PID	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.
PO.5.1 – Notice to Discloser – Decision not to Investigate Further	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.

5. Interviewing the Discloser and Witnesses

An investigation by the Principal Officer of an agency is to be conducted as the person thinks fit.

The Principal Officer may obtain information from such persons, and make such enquiries, as they think fit. (s53 PID Act).

Task	Yes/No	Comment
Do you consider additional information will be required from the discloser or other witnesses?	Choose an item.	If **yes**, issue the appropriate notices to any witnesses (including the discloser if they are required to attend an interview and/or provide additional information).
Relevant Templates		
PO.3.1 - Notice to Witness – PID Investigation Interview Request	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.
PO.3.2 – Notice to Witness - General Request for Information	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.
PO.3.3 - Record of Witness Interview Template	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.

6. Time Limit for Investigation

The Ombudsman may extend the time limit for the investigation on application made by the Principal Officer of the Agency (PID Act s52).

Task	Yes/No	Comment
Is an extension of time required to complete the investigation?	Choose an item.	If yes, under what grounds? Please outline below the reasoning referencing the PID Act. Click here to enter text.
If the 90-day period is extended, or further extended: a) the Ombudsman must inform the discloser of the extension or further extension, and of the reasons for the extension or further extension; and b) the principal officer of the agency must, as soon as reasonably practicable after the extension inform the discloser of the progress of the investigation.		
Relevant Templates		
PO.4.1 - Notice to Ombudsman – PID Investigation Extension Request	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.
PO.4.2 – Notice to Discloser – Extension Request to the Commonwealth Ombudsman	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.
PO.4.3 - Notice to Discloser - PID Investigation Extension Request Granted or Declined by the Ombudsman	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.

7. Discretion Not to Investigate the Disclosure

The Principal Officer may decide not to investigate the disclosure, or (if the investigation has started) not to investigate the disclosure further (refer PID Act s48).

Task	Yes/No	Comments
Is there discretion not to investigate the disclosure under s48(1) of the *Public Interest Disclosure Act 2013* (PID Act)?	Choose an item.	If yes, under what grounds? Please outline below the reasoning referencing the PID Act. Click here to enter text.
Have you exercised/do you intend on exercising that discretion?	Choose an item.	Please provide justification: Click or tap here to enter text.
Relevant Templates		
PO.5.1 - Notice to Discloser – Decision Not to Investigate PID or Cease PID Investigation	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.
PO.5.2 - Referral of PID Investigation under Another Law	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.
PO.5.3 - Notice to Ombudsman – Decision Not to Investigate PID or Cease PID Investigation	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.
PID.5.4 - Record of Decision to Not Investigate a PID	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.

8. Concluding the Investigation

On completing an investigation, the Principal Officer must prepare a report of the investigation.

The investigation is completed when the Principal Officer has prepared the report of the investigation.

The Principal Officer must, within a reasonable time after preparing the report, give written notice of the completion of the investigation, together with a copy of the report, to:

(a) the discloser, if reasonably practicable; and

(b) the Ombudsman.

To Complete	Checklist	Comment
PO.6.1 – PID Investigation Report	Choose an item.	Date completed Click here to enter a date.
Does the report set out the following mandatory areas: a) the matters considered in the course of the investigation b) the duration of the investigation c) the principal officer's findings (if any are inconclusive, this needs to be stated) d) the action (if any) that has been, is being, or is recommended to be, taken e) details of any regulations, rules, administrative requirements, or similar matters to which the disclosable conduct related f) any claims made about, and any evidence of, detrimental action taken against the discloser, and the agency's response to those claims and that evidence.		Choose an item.
Has the investigation report, sent to the discloser, been appropriately redacted?	Choose an item.	Any Comments? Click here to enter text.
When was the investigation report sent to the discloser?	Click here to enter a date.	Any Comments? Click here to enter text.
Relevant Templates		
PO.6.2 - Notice to Discloser – Completion of PID Investigation	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.
PO.6.3 - Notice to Witness – Completion of PID Investigation	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.
PO.6.4 - Notice to Ombudsman – Completion of PID Investigation	Choose an item.	Date sent Click here to enter a date. Method Click here to enter text.

Supervisor PID Checklist

Supervisors play a key role in the public interest disclosure process as public officials may make a disclosure to their supervisor (defined as any public official who supervises or manages the discloser).

If a public official discloses information to a supervisor and there are reasonable grounds to believe that the information concerns, or could concern, disclosable conduct, the supervisor must give the information to an authorised officer as soon as reasonably practicable.

Disclosable conduct includes conduct which:

- contravenes a law
- is corrupt
- perverts the course of justice
- results in waste of public funds or property
- is an abuse of public trust
- unreasonably endangers health and safety or endangers the environment
- is maladministration, including conduct that is unjust, oppressive, or negligent
- is an abuse of a public official's position
- if proven, could give reasonable grounds for disciplinary action resulting in the termination of the official's engagement or employment.

Under the PID Act, the supervisor must ensure that the following matters are explained:

- that their disclosure could be treated as an internal disclosure,
- the procedures for the disclosure to be given to an authorised officer, allocated, and investigated by a delegate of the principal officer,
- the circumstances (if any) in which a disclosure must be referred to another agency, person, or body, and
- the civil and criminal protections the PID Act provides to protect disclosers from reprisal action.

The following workflow will assist supervisors fulfil their obligations when a public official discloses information that concerns, or could concern, disclosable conduct.

Further information is contained in the Supervisors and the PID Act Guide produced by the Commonwealth Ombudsman, and on the Public Interest Disclosures intranet page.

Step	Supervisor Action Item
1	**Receiving the Disclosure** • Clarify the claims or allegations of wrongdoing being made by the discloser • When PID is not specifically mentioned, consider whether the issues can be resolved quickly through other internal avenues. Issues to consider include the seriousness of the wrongdoing reported and whether the person making the report is at potential risk of reprisal. • Where possible have the discloser record the disclosure in writing (the agency's Disclosure Form may assist in this process) • If the discloser has not provided any specific information about the conduct in question, the discloser to may raise their concerns about wrongdoing directly with an authorised officers in the agency.
2	**Seek the Discloser's Consent** • Seek the discloser's consent for the use of their identifying and contact information for the purposes of the PID Act. (This must be provided in writing either in an email or via the Discloser Consent Form) • Explain that if consent is provided, this information may be provided to the authorised officer, principal officer, and the Commonwealth Ombudsman. • Explain that even if they do not consent to being identified the identity of the discloser may be ascertained from the nature of the information or the circumstances of the disclosure.
3	**Explain the PID Process** • Explain that the information will be (or has been) referred to an authorised officer to decide whether to allocate the disclosure for investigation. • Explain that if allocated, the disclosure may be treated as an internal public interest disclosure and investigated by a delegate of the principal officer. • Report the matter to an authorised officer in a timely and confidential manner.
4	**Explain the Mandatory Referrals** • Explain to the discloser that if any information obtained involves suspected serious or systematic corrupt conduct, the matter must be referred to the National Anti-Corruption Commission (NACC). • Explain that if any information obtained involves evidence of an offence against a law of the Commonwealth, a State, or a Territory, the information may be provided to a member of an Australian police force responsible for the investigation of the offence.

Step	Supervisor Action Item
5	**Explain the Protections** If an authorised officer decides a disclosure is a public interest disclosure, the discloser receives the following protections: • **Protections against reprisal** – the PID Act makes it an offence to threaten or cause a person detriment because they believe a person has made, may have made, proposes to make, or could make, a public interest disclosure. • **Immunity from liability** – the PID Act provides immunity from any civil, criminal or administrative liability that would otherwise apply for disclosing the information. This protection does not apply to the provision of knowingly false or misleading information. • **Confidentiality** – the PID Act makes it an offence to disclose the identity of an individual who makes a public interest disclosure.
6	**Notify an Authorised Officer** • Provide the disclosure to an authorised officer via the PID team mailbox as soon as practical marking the email as SENSITIVE. • Notify the discloser that the information has been forwarded to an authorised officer. • Provide the authorised officer with information about any reprisal risk for the discloser or any other public official. This includes information about any workplace conflict that might be relevant to a reprisal risk assessment.
7	**Monitor the Work Environment** • Monitor the work environment to ensure no reprisal action is taken against the discloser because of making a report. If you suspect reprisal action may be occurring, contact the PID team mailbox immediately • Support the staff member and monitor the situation for any reprisal or workplace conflict (escalating to an appropriate officer where appropriate)
8	**Maintain Confidentiality** • Keep the nature of the disclosure and the identity of the discloser confidential (this includes your supervisor). • A supervisor who receives a disclosure should not discuss or reveal the information that was disclosed to them, including any information that might identify the discloser. • It is an offence for anyone who deals with a PID to disclose information to anyone else that might identify the discloser without that person's consent.

Mandatory Induction Program: Values and Integrity

Course code: IND00052

Date: October 2026

Version: 4.1

Duration: 45 minutes

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Topic 9: Public Interest Disclosure (PID)

We've talked about what you can do to uphold our values, ethics and conduct expectations. But what if you know of serious misconduct or wrongdoing by another employee or agency?

Your first port of call is usually to report it to your manager who can help you with your options. Depending on the type of issue, you may make a disclosure under the *Public Interest Disclosure Act 2013 (PID Act)*. Your disclosure must be made as an individual and cannot jointly be made with other staff.

What's the PID Act?

The *PID Act* promotes integrity and accountability in the Australian public sector by:

- encouraging the disclosure of information about suspected wrongdoing in the public sector
- making sure disclosers are supported and protected from any negative consequences
- making sure disclosures are properly investigated.

The *PID Act* removes barriers that prevent people from speaking up about serious problems. It also makes sure disclosures are properly investigated and provides protection for those that report allegations.

People may worry about consequences if they speak up about serious misconduct or wrongdoing. The *PID Act* provides confidentiality and reprisal protections if you make a public interest disclosure.

Scenario: Jo's in a tricky situation and wondering if PID applies.

Jo: 'I need to report this misconduct, but how? And what if reporting leads to me being bullied, excluded or even losing my job? Wait! Maybe this is a disclosure that's covered under the *PID Act*. If it is, I'm protected. I'll look at the PID intranet page for more information on what's covered and how to report. OK, so it says here I can disclose in person or in writing to either my manager or an Authorised Officer. I'll speak to my manager first.'

Manager: 'Thanks for reporting this. Here is some information on your rights and responsibilities, including the protections provided to you. If you have any worries or concerns let me know straight away.'

Jo: 'That's a weight off my mind!'

Topic 9: Knowledge check

You and a colleague notice serious wrongdoing in the workplace and decide to make a disclosure through the public interest disclosure scheme.

True or False: You and your colleague can make a joint public interest disclosure?

The correct answer is False. You can't make a joint public interest disclosure. All disclosures are to be lodged individually in order to receive the protections of the PID Act.

Mandatory Refresher Program 2026

Date: June 2026

Course code: MRP00026

Version: 1.1

Duration: 60 minutes

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The Public Interest Disclosure (PID) scheme is here to support you with reporting any serious wrongdoing in the public service, while keeping you, and any witnesses protected. Disclosures can be anonymous but must be made by an individual.

For details on what you can disclose, visit the PID page on the intranet.

Public interest disclosures can be made to your supervisor, an Authorised Officer, or to the agency's public interest disclosure mailbox (pid@servicesaustralia.gov.au).

Values and Integrity knowledge check 3

You and a colleague notice serious wrongdoing in the workplace and decide to make a disclosure together through the public interest disclosure scheme.

Can you make a joint public interest disclosure? Yes or No.

Check your answer to the Values and Integrity knowledge check 3

s 22 - out of scope

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Values and Integrity knowledge check 3 answer

The answer is **No**.

Individuals cannot make a joint disclosure. However, individuals may each make their own disclosure about the same conduct. In this case, provided each of the disclosures meets the criteria for a public interest disclosure, both individuals would receive the protections under the Public Interest Disclosure Act (2013).

Return to the end of Values and Integrity knowledge check 3

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Public Interest Disclosure

Course code: POR00361

Date / version: June 2023 v3.2

Duration: 15 minutes

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Learning outcomes

At the end of this topic you should be:

- aware of the Public Interest Disclosure Act 2013 (PID Act)

- able to describe the purpose of the PID Act
- able to outline your responsibilities under the PID Act
- able to access PID information on the intranet.

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What is public interest disclosure?

The Public Interest Disclosure Act 2013 (PID Act) promotes integrity and accountability in the Commonwealth public sector.

The PID Act encourages people who work in the public sector to speak up about serious misconduct and wrongdoing in the APS by removing barriers and providing protections to disclosers.

Public Interest Disclosures are matters where investigation and correction is in the public interest, and does not include disagreements with government policy or expenditure.

The PID Act replaced the whistleblower provisions formerly included in the Public Service Act 1999.

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Purpose of the PID Act

The purpose of the PID Act is to promote the integrity and accountability of the Commonwealth public sector by:

- encouraging and facilitating disclosure of suspected wrongdoing in the public sector
- ensuring that public officials who make public interest disclosures are supported and protected
- ensuring that disclosures by public officials are investigated and dealt with
- placing responsibility on agencies to proactively manage public interest disclosure issues.

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Who can make a disclosure?

A Public Interest Disclosure must be made by a current or former public official. This includes, but is not limited to:

- current and former Australian Government employees, and
- employees of Commonwealth contracted service providers.

There are other individuals who may be considered public officials for the purposes of the PID Act.

If you are unsure whether you are a public official, seek clarification by contacting pid@servicesaustralia.gov.au.

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What is ‘disclosable conduct’?

Disclosable conduct may include conduct that:

- contravenes a law (including a foreign law)
- is corrupt or perverts the course of justice
- results in wastage of public funds or property
- is an abuse of public trust, power or position
- unreasonably endangers health and safety or endangers the environment
- is misconduct relating to scientific research, analysis or advice
- is maladministration, including conduct that is unreasonable, unjust, oppressive or negligent
- if proved, could give reasonable grounds for disciplinary action.

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What are my responsibilities as a discloser?

Provide the disclosure to an appropriate person, i.e. an Authorised Officer, a supervisor, or the Commonwealth Ombudsman.

Be clear and accurate in the disclosure and provide any relevant supporting material.

Be discreet about your disclosure and maintain confidentiality throughout the process – the protections may not apply if you discuss the disclosure with someone not performing a function under the PID Act.

Provide assistance as required during the investigation.

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Protections

Once a disclosure is assessed as meeting the criteria for a PID, the PID Act provides the discloser with:

- protection of their identity
- immunity from civil, criminal, or administrative liability
- support and protection from reprisal
- recourse to court for remedies for reprisal action.

These protections continue to apply after a PID investigation is finalised, however do not apply if:

- the disclosure includes knowingly providing false or misleading information, or
- the disclosure is discussed with someone not performing a function under the PID Act.

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How to disclose

A Public Interest Disclosure can be made:

- verbally or in writing
- anonymously or with identification
- with or without referring to the PID Act.

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Who can I make a disclosure to?

A public official can make a disclosure to:

- Supervisor
- Authorised Officer
- Commonwealth Ombudsman.

In limited circumstances, a public interest disclosure can be made externally. For more information, refer to the Public Interest Disclosure intranet page using the link available at the end of this module.

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Role of a supervisor/manager

A supervisor is required to:

- direct employees to information about the PID process
- clarify the claims or disclosure
- provide the disclosure to an Authorised Officer
- seek consent from the discloser to provide their identity and contact details to an Authorised Officer
- support the discloser and monitor the situation for any possible reprisal action or conflict.

If your supervisor is not a public official, you must report your disclosure to an Authorised Officer.

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Role of an Authorised Officer

An Authorised Officer's role is to:

- provide advice about the PID process and the protections that apply
- determine if the information provided tends to show disclosable conduct
- consider the information provided and decide whether it meets the criteria for a disclosure under the PID Act
- if appropriate, allocate the disclosure for investigation under the PID Act
- inform the discloser of the allocation decision.

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Role of the Commonwealth Ombudsman

In the majority of cases the relevant Australian Government agency is best placed to manage a disclosure about wrongdoing within its organisation.

Where you have reasonable grounds for believing it is not appropriate for an agency to handle a PID, the Commonwealth Ombudsman can receive the PID directly.

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Where can I obtain further information?

More detailed information is available on the intranet under 'Public Interest Disclosure'.

Services Australia has procedures for dealing with Public Interest Disclosures which are also available on the intranet.

For further information, or to make a disclosure, please contact pid@servicesaustralia.gov.au.

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Quiz 1

What is the purpose of the Public Interest Disclosure Act 2013 (PID Act)?

a. to ensure all information is available to the public
b. to promote the integrity and accountability of the Commonwealth public sector
c. to replace the whistleblower provisions of the Public Service Act 1999
d. to ensure the privacy of protected information

The correct answer is b. *The Public Interest Disclosure Act 2013* established a new legislative scheme for the reporting and investigation of allegations of serious wrongdoing in the Commonwealth public sector.

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Quiz 2

The identity of the person making the disclosure must be protected as much as possible at all times?

a. True
b. False

The correct answer is a. It is a criminal offence to disclose identifying information about a discloser except for the purposes of the PID Act or another law of the Commonwealth, or where the discloser has consented.

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Quiz 3

A Public Interest Disclosure can be made to:

a. Supervisor only
b. Authorised Officer only
c. Supervisor or Authorised Officer
d. the media

The correct answer is c. You can make a PID to your supervisor or an Authorised Officer.

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Summary

Great! You should be:

- aware of the Public Interest Disclosure Act 2013 (PID Act)
- able to describe the purpose of the PID Act
- able to outline your responsibilities under the PID Act
- able to access PID information on the intranet.

For more information about this topic, select the link(s) below:

- Services Australia Public Interest Disclosures
- Office of the Commonwealth Ombudsman

For further information, or to make a disclosure, please contact pid@servicesaustralia.gov.au.

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Course completed

Congratulations, you have completed this course.

You'll receive an email with a link to an evaluation questionnaire. We value your feedback.

You may now close this window.

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Version Control

Version	Release date	Changed by	Authorisation	Reason for change
3.2	June 2023	Enterprise Learning Design	Conduct and Reviews	Update KM links

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Public Interest Disclosure for Managers

Course code: POR00549

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Duration: 20 minutes

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Learning outcomes

At the end of this topic you should know:

- what is a public interest disclosure
- what is disclosable conduct
- what to do if a public interest disclosure is made to you
- the protections available to disclosers
- where to get additional support and information.

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What is a public interest disclosure?

The Public Interest Disclosure Act 2013 (PID Act) promotes integrity and accountability in the Commonwealth public sector.

The PID Act encourages people who work in the public sector to speak up about serious misconduct and wrongdoing in the APS (**disclosable conduct**) by removing barriers and providing protections to disclosers.

Public Interest Disclosures are matters where investigation and correction is in the public interest, and does not include disagreements with government policy or expenditure.

The PID Act replaced the whistleblower provisions formerly included in the Public Service Act 1999.

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What is ‘disclosable conduct’?

Disclosable conduct may include conduct that:

- contravenes a law (including a foreign law)
- is corrupt or perverts the course of justice
- results in wastage of public funds or property
- is an abuse of public trust, power or position
- unreasonably endangers health and safety or endangers the environment
- is misconduct relating to scientific research, analysis or advice
- is maladministration, including conduct that is unreasonable, unjust, oppressive or negligent
- if proven, could give reasonable grounds for disciplinary action resulting in the termination of the official’s engagement or employment.

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What do I do if a disclosure is made to me?

A public official can make a Public Interest Disclosure to their current supervisor.

Where an employee does not specifically identify their matter as a Public Interest Disclosure, you should first consider if the matter should be actioned under the PID Act, or if it can be resolved quickly through other internal avenues.

Issues to consider include the seriousness of the wrongdoing reported, and whether the person making the report is at potential risk of any reprisal action.

It is a criminal offence under the PID Act to disclose identifying information about a discloser to anyone other than for the purposes of the PID Act. It is not recommended that you tell your manager, or any other person other than an Authorised Officer, that a disclosure has been made to you.

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Protections

Once a disclosure is assessed as meeting the criteria for a PID, the PID Act provides the discloser with:

- protection of their identity
- immunity from civil, criminal, or administrative liability
- support and protection from reprisal
- recourse to court for remedies for reprisal action.

These protections continue to apply after a PID investigation is finalised, however do not apply if:

- the disclosure includes knowingly providing false or misleading information or
- the disclosure is discussed with someone not performing a function under the PID Act.

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Referrals – National Anti-Corruption Commission

The Authorised Officer must refer any disclosures that contain allegations of serious or systemic corruption to the National Anti-Corruption Commission (NACC).

All information relevant to the corruption issue (including the discloser's identity details if relevant) must be provided to the NACC when making the referral.

The PID investigation process will continue following the NACC referral unless a stop action direction is issued under the NACC Act.

Subject to a discloser having provided contact details, the Authorised Officer will advise if the disclosure has been referred to the NACC.

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Summary

Great! You should now know:

- what is a public interest disclosure
- what is disclosable conduct
- what to do if a public interest disclosure is made to you
- the protections available to disclosers
- where to get additional support and information.

Where can I go for further information?

Information available on the Intranet under 'Public Interest Disclosures' includes FAQ's for Team Leaders and Managers, as well as contact details for the agency's Authorised Officers.

The Commonwealth Ombudsman has a range of tools and resources available, including an information sheet for supervisors.

For further information please contact pid@servicesaustralia.gov.au.

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Course completed

Congratulations, you have completed this course.

You'll receive an email with a link to an evaluation questionnaire. We value your feedback.

You may now close this window.

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Version Control

Version	Release date	Changed by	Authorisation	Reason for change
2.2	June 2023	Enterprise Learning Design	Conduct and Reviews	Updating content following legislation change

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