

Policy and Procedure Register updates

Summary of changes to:

Complaints involving the ‘public official’ (Director-General) procedure

1. Reason for new/updated policy or procedure		
<input checked="" type="checkbox"/> Change of policy/procedure requirements	<input type="checkbox"/> Audit/review recommendation	
<input checked="" type="checkbox"/> Change to legislation/delegations	<input checked="" type="checkbox"/> Due for review	<input type="checkbox"/> Other
<p>The Complaints involving the ‘public official’ (Director-General) procedure has been updated to include reportable conduct under the <i>Child Safe Organisations Act 2024</i> Qld (CSO Act). As a Child Safe Organisation, the Department of Education will be covered by the Reportable Conduct Scheme from 1 July 2026.</p>		
2. Summary of changes		
<p>The procedure has been updated to include responsibilities and reporting lines for reportable conduct complaints involving the Director-General under the CSO Act.</p> <p>Employee reporting obligations have been clarified, and processes around Integrity’s management of matters updated in line with the current service delivery model.</p> <p>Wording, references and definitions have been updated for clarity and processes have been updated to include reportable conduct.</p>		
3. Impacts to roles and responsibilities		
Does the new/updated content change staff roles/responsibilities <i>in any way</i> ?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes, select the type of change: (select all that apply)</i>		
<input checked="" type="checkbox"/> Revised responsibilities	<input checked="" type="checkbox"/> New/additional responsibilities	<input type="checkbox"/> Removed responsibilities
Position title	Summary of change	Page#
Employees	The updated procedure clarifies and strengthens employee obligations in relation to identifying and reporting suspected wrongdoing.	2
Public Sector Managers	Core responsibilities remain unchanged. However public sector managers must escalate complaints of suspected misconduct or reportable conduct involving the Director-General without delay.	2
Integrity	Integrity is responsible for managing complaints of reportable conduct, including allegations involving the Director-General, and providing advice to employees on the correct reporting procedures. This includes assessing and escalating complaints in line with the procedure. Other existing responsibilities remain the same.	3

Director, Intake, Referrals and Partnership	While existing responsibilities remain unchanged, the Director, Intake, Referrals and Partnership continues to ensure procedural fairness for public officials who are the subject of reportable allegations or reportable convictions.	3
Deputy Director-General, Corporate Services	Current responsibilities remain in place, and the Deputy Director-General is responsible for determining whether a matter may involve reportable conduct and notifying the Queensland Family and Child Commission within the required timeframes.	3
Director-General	Key responsibilities continue, with the Director-General ensuring the department's complaint handling complies with sections 9 and 11 of the CSO Act and prioritises child safety where complaints involve or affect a child.	4

4. Communication and support for implementation

Specific communication about changes to this procedure will occur in Term 3 including:

- Connect ED newsletter
- OnePortal slider and OnePortal news item
- Screensaver – School and Corporate

Updates to this procedure also include information to support implementation of the RCS in the department. This information will be communicated by the RCS implementation team through:

- workforce communications OnePortal, principal information packs and FAQs.
- virtual awareness sessions being held in Term 2 for key cohorts such as principals, business managers, regional and corporate leaders, and HR Regional Operations and Integrity teams.
- a micro-learning module which will supplement 2026 mandatory training, with RCS information being embedded into the 2027 update for mandatory training.

For further assistance, please contact:

- Procedure contact:
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