

Office of the Independent Assessor

Strategic Plan 2019–23

The Office of the Independent Assessor contributes directly to *Our Future State: Advancing Queensland's Priorities*



Be a responsive government through timely engagement with the public and councillors to ensure the management of councillor conduct complaints in an effective and transparent manner.



Keep communities safe by contributing to the security of the community by detecting and dealing with councillor misconduct and by engaging in prevention strategies.

OUR VISION

Strengthen trust in the local government sector

OUR PURPOSE

Hold councillors accountable to the communities they serve

Strengthen a culture of accountability and ethical practice across local government

OBJECTIVES

Deliver a disciplinary framework that is balanced, timely and effective.

Support and foster a culture of accountability and ethical practice in local government.

PERFORMANCE INDICATORS

Percentage of assessments completed within 21 working days.
 Percentage of investigations completed within six months.
 Frivolous, vexatious complaints or those which otherwise result in no further action are identified and dealt with expeditiously.
 Number of matters prosecuted before the courts and/or the Councillor Conduct Tribunal (CCT).

The number of

- resources provided to key stakeholders to assist them to understand and participate in the councillor conduct disciplinary framework.
- reports and updates published to assist local government to understand and proactively manage misconduct risks.
- targeted prevention strategies progressed in collaboration with stakeholders.

STRATEGIES

Undertake quality and timely investigations into councillor conduct utilising the range of investigative powers provided.
 Effectively prosecute disciplinary matters before the CCT or the courts.
 Develop a workforce culture that fosters professional excellence and innovation.
 Upgrade the case management system to better support the agency function.
 Respond to changes in the environment and jurisdiction arising out of law reform.

Assist CEOs, councillors and other stakeholders to understand and/or participate in the new disciplinary framework.
 Engage proactively and professionally with the local government sector.
 Provide councils with high level reporting on trends.
 Utilise complaints data to identify opportunities to strengthen accountabilities and ethical practice with other relevant stakeholders.
 Provide targeted activities, resources and guidance for councillors on recurring or high-risk areas of councillor misconduct.

OUR OPPORTUNITIES ARE:

- Building and sustaining proactive relationships with stakeholders through sound consultation and engagement practices and understanding of the local government environment.
- Developing a complaints management system that reflects the legislative framework and meets community expectations.
- Supporting and developing an engaged workforce by valuing capability and diversity and recognising and encouraging innovation.

WE STRIVE TO MANAGE RISK BY:

- Using systems and resources as efficiently and effectively as possible.
- Building productive relationships with stakeholders through consultation and engagement and consistent integrity guidance.

VALUES



Respectful



Courageous



Connected



Transparent



Balanced



Queensland Government