

Strategic plan 2022–2025

April 2024 Refresh

Our vision

Confidence in public institutions and public office.

Our purpose

The Commissioner's purpose is to:

- advise designated persons on ethics and integrity issues
- raise public awareness of ethics and integrity matters
- on request of the Premier, provide advice on standard setting for ethics or integrity issues
- set conduct standards for registered lobbyists
- regulate lobbyist activity and maintain the register.

Our values

 **Challenge** misconceptions and myths around ethics and integrity.

 **Engage** the public and public officials to raise awareness about ethics and integrity.

 **Lead** by developing and promoting good practice standards for ethics and integrity.

 **Resolve** ethics and integrity issues in the public interest.

We respect, protect, and promote human rights in our decision-making and actions.

Objectives

1 Provide advice on ethics, integrity and interest issues

Strategy

Provide high quality advice on ethics, integrity, and interest issues to designated persons as described in the *Integrity Act 2009*.

Performance measure

- High quality and timely advice prioritised according to the level of public interest and public risk.
- Annual meetings with Ministers and Assistant Ministers.
- Publish advisory publications and fact sheets to assist designated persons dealing with integrity and ethics issues.

2 Regulate lobbying activities

Strategy

Provide an accessible, on-line lobbying register, publish user-friendly resources to assist Lobbyists to comply with the *Integrity Act 2009* and raise awareness about lobbying regulation.

Performance measure

- Annual renewal process completed by 31 August as required by the *Integrity Act 2009*.
- Provide timely processing of lobbying registration applications and responses to lobbying enquiries.
- Take appropriate action in response to reported breaches of the *Integrity Act 2009* and the Lobbyists Code of Conduct.
- Deliver mandatory training to registered lobbyists and general education and training sessions to key stakeholders about the operation of lobbying regulation in Queensland.

3 Raise awareness of ethics, integrity and lobbying

Strategy

Deliver training and awareness sessions and publish information and resources.

Performance measure

- Develop strategic relationships with other public sector integrity bodies to promote ethics and integrity in policy and decision making.
- Deliver information and awareness sessions on ethics, integrity and lobbying regulation to key stakeholder groups.
- Publish website content and fact sheets about ethics, integrity and lobbying regulation.
- Meet with key stakeholders to discuss key functions and powers.

Areas of Focus 2024–2025

- Implementation of new Chapter 4 (Lobbying Activity) in the *Integrity Act 2009*.
- Develop and implement a communications strategy to raise awareness of changes to the *Integrity Act 2009* and the Office of the Queensland Integrity Commissioner.
- Plan and complete transition to an independent statutory body.
- Conduct strategic planning session post implementation of new office structure and changes to legislation.
- Work to implement enhancements to the Queensland Lobbying Register based on stakeholder feedback for an improved user experience.
- Develop resources and training in relation to ethics and integrity, and lobbying functions, and other requirements of the *Integrity Act 2009*.
- Refresh the website to allow for easier access to resources and information.
- Complete a comprehensive review, with consultation, of the Lobbyists Code of Conduct.

Strategic opportunities and risks

To meet objectives, strategic risks will be managed and opportunities to strengthen capabilities will be promoted by:

- Developing our internal knowledge and case management systems to ensure the delivery of consistent and high quality advice services which respond to surges in demand.
- Developing our internal governance framework and processes to ensure our corporate and operational business risks are effectively managed.
- Developing our resources and capabilities to meet the increasing workload relating to lobbying regulation and the growing demand for advice.
- Actively engaging with the public sector by working in partnership with other Queensland integrity bodies and public sector stakeholders to inform, educate and empower.
- Building a positive and respectful workplace which values its employees and a culture that respects, promotes, and protects human rights in our decision-making and actions.
- Developing and implementing an agile approach to the discharge of statutory functions and powers.