



Welcome to The Public Trustee of Queensland

Employee Induction Manual

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INTRODUCTION

Welcome to the Public Trustee

This manual is designed to provide you with information about The Public Trustee.

It is yours to keep, to record any information you think is relevant and for your future reference. If you have any questions, please feel free to contact Human Resources Management (HRM).

Your Induction

As part of your induction, your first day is an important one. On your first day you will be provided with information about your employment conditions, salary, your career within the Queensland Public Service, your work environment and the work you will perform.

Your induction program will include the following elements:

1. Orientation and socialisation
2. Mandatory induction
3. Role specific information
4. Personal and professional development
5. Reporting

Government and the Public Service

Queensland Government functions are divided into three areas:

- Legislative (Parliament)
- Judicial (Courts system)
- Executive (Ministers and the Public Service)

Officers of the Public Service are mainly concerned with the Executive functions, as this is the administrative branch of the Executive Government. The Public Service is responsible for implementing legislation and carrying out policies adopted by the Cabinet or the Government.

The Executive Government of Queensland consists of the Executive Council, comprising the Governor (as representative of Her Majesty the Queen) and Cabinet Ministers from the party or parties in power. The Ministers who make up Cabinet are responsible for the governmental control of the Public Service Departments.

The Public Trustee reports to the Attorney General and Minister for Justice.

About the Public Trustee

The Public Trustee was established in 1916 and was known as the Public Curator of Queensland until 1978. We have 16 regional offices throughout the state, which allows us to provide economical and accessible financial, trustee, legal and associated services to all Queenslanders.

The Public Trustee has continued in its role of assisting the community and has responded to community demand by introducing many new services. Our services have expanded to include obtaining probate for private executors, investments, the auctioning of property and other assets.

The Public Trustee's services are provided at no cost to the Government. We are self-funded through revenue raised from fees and charges for our services.

The Public Trustee is an agency of the state government and is subject to audit by the Queensland Audit Office. It presently employs over 550 specialist staff throughout Queensland to provide efficient and cost effective services to our clients.

Our Services

Operating as a corporate sole under *The Public Trustee Act (1978)*; we deliver a range of services to the Queensland community including:

- enduring powers of attorney
- Will making
- deceased estate administration
- management of investments and trusts
- auctioning of property, goods and chattels
- financial administration for people with decision making impairment
- administering unclaimed money
- acting as trustee for a number of Queensland's philanthropic foundations and trusts.

Public Trustee Strategic Plan

The Public Trustee Strategic Plan provides direction and identifies key issues that will impact on the organisation over a five year period. It is a reference for the development of operational plans for each business area as well as other strategic plans relevant to the Public Trustee.

Our Vision

The **vision** of the Public Trustee is:

To be Queensland's best provider of trustee and administration services.

Our Values

The Public Trustee delivers its services adhering to the Whole of Government Values:

Client Service First

- Know your clients
- Deliver what matters
- Make decisions with empathy

Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries

Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback

Be courageous

- Own your actions, successes and mistakes
- Act with transparency

Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

A copy of the Strategic Plan is available at www.pt.qld.gov.au

ABOUT MY EMPLOYMENT

Induction

As a newly appointed employee, your induction will be a vital step in getting to know the business and your role in it, together with your team members and line manager.

It is important to note that induction is not a one off activity, but a comprehensive program supported by all levels of the organisation to support you in building a solid foundation to help you in your new role.

Orientation and socialisation — this is where you will meet your new colleagues, line manager and orientate yourself in your new working environment. During your first day you will be provided with information about the work of the team and/or the unit, local and organisational structures, historical information, policies and processes.

Mandatory induction — as a public service employee you are required to complete mandatory induction in the following areas:

- Challenging behaviour management
- Code of conduct
- Complaints management
- Fraud and corruption control
- Information privacy

- Recordkeeping and file management
- Right to information
- Work health and safety

The Public Trustee offers an online Mandatory Induction program which you will be required to complete within the stated timeframes. All employees are required to revisit the mandatory components of induction on an annual basis.

Role specific information — this component relates to your specific role requirements and enables you to consider how you may best contribute your existing skills, knowledge and experience of your new position. This information will be provided to you by your manager and forms part of your probationary review document.

Personal and professional development — as part of your ongoing development at The Public Trustee you will be required to participate in a Performance Planning and Development (PP&D) process within three months of commencing your new role. This is your opportunity to discuss with your line manager your outputs and development needs for the next six months, together with your line manager's expectations during this time.

Birth Certificate

Within two weeks of your appointment, you must provide a certified copy of your birth certificate or other evidence of your age to HRM.

Declaration of Secrecy

As an employee of the Public Trustee you may be exposed to highly confidential information, including the personal information of our clients. To protect those rights you will be required to sign a Declaration of Secrecy which requires that you do not disclose any confidential information of clients or the business of the Public Trustee unless you have been authorised to do so under relevant law.

Qualifications

Qualifications may be a mandatory requirement of your employment (ie PO level classification) or have an impact on your salary level (for example Q level increments for AO2 – AO4), so it is important to provide certified copies of your qualifications to HRM as soon as possible.

Your Salary

Your salary is paid on a fortnightly basis according to the salary rates prescribed in the Public Service Award – State (or other relevant award).

Each pay period ends on a Friday, but

you are paid 2 days in advance every second Wednesday.

Tax File Number Declaration

When you commence employment or transfer to The Public Trustee, you will be asked to complete a Tax File Number Declaration for taxation purposes. If you do not have a tax file number or cannot find your number, you can apply for a tax file number/enquiry on the form "Tax File Number Application/Enquiry Form" from the Australian Taxation Office. If you do not advise your tax file number within 28 days, your tax must be taken out by the Public Trustee at the highest tax rate.

Deductions

A payroll deduction is any amount of money to be taken from the pay of an employee. Some deductions are compulsory, e.g. taxation and superannuation. Other deductions can be made straight from your fortnightly pay upon your written request and examples of these are:

- financial institutions (e.g. savings account)
- voluntary superannuation contributions

If you would like to setup a payroll deduction or make changes to an existing deduction you will need to complete RForm 2433 "Change to Bank Account Details" and forward to HRM.

Superannuation

As a State Public Servant you are obliged to make compulsory Superannuation contributions to the Queensland Government's Superannuation Scheme, QSuper. Contributions at the rate of 5% will be deducted, commencing from your first pay (this amount can be reduced to a minimum of 2%). The Public Trustee, as your employer, will also contribute a further 12.75% on your behalf.

Choice of Fund Legislation

Employees whose contributions are made to a public sector scheme, such as QSuper, are excluded from the choice of fund legislation. However, they do have the ability to transfer funds once every 12 months from an accumulation account to a fund of their choice.

If you would like to know more about choice of fund contact QSuper.

Leave Entitlements

The following information is a brief description of your entitlements under the *Public Service Act 2008* and relevant Directives issued under the Minister of Industrial Relations or the Public Service Commissioner.

Recreation Leave

Under the *Public Service Act 2008*, employees are eligible to accrue recreation leave.

Employees in Southern and Eastern regions (e.g. Brisbane, Bundaberg, Gladstone, Ipswich, Maryborough, Nambour, Redcliffe, Rockhampton, Southport, Strathpine, Toowoomba,) are entitled to 20 working days on full salary or a proportionate amount for an incomplete year or if working on a part-time basis. Leave loading is paid at the rate of 17.5%.

Employees in Northern and Western regions (e.g. Cairns, Mackay, Mt Isa, Townsville) are entitled to 25 working days a year on full salary or a proportionate amount for an incomplete year or if working on a part-time basis. Leave loading is paid at the rate of 14%.

There is no minimum to the amount of leave you can apply for, however it is encouraged that absences of less than one day should be taken as accrued time leave if applicable.

Your leave loading is paid once a year in December into your normal fortnightly salary.

Sick Leave

Full-time employees are entitled to 10 working days sick leave on full pay each year and a proportionate amount for an incomplete year or if working on a part-time basis.

As a permanent full-time employee, you are credited with your first twelve month's sick leave accrual of 10 working days. After your first year, your sick leave accrues on a pro rata basis.

Temporary employees accrue sick leave on a pro-rata basis and are not advanced their ten days sick leave as is the case with permanent employees.

If you are unable to attend work you must contact your line manager by 8.30am on the day of your absence specifying how long you expect to be away. If you are absent for more than 3 consecutive days you are required to produce a medical certificate from a registered medical practitioner for the entire period of your absence.

Upon your return to work, you must apply for sick leave via ESS but in the event that you have no sick leave available, contact HRM who will discuss other options with you.

Long Service Leave

A full-time employee who completes 10 years continuous service is entitled to 13 weeks long service leave.

All employees are entitled to pro rata long service leave after 7 years of service, subject to departmental convenience.

When applying for long service leave you must take a minimum of 1 week leave (5 days) unless where The Public Trustee determines that an employee may take leave of less than one week (but not less than one day).

For more information refer to the intranet.

Other Leave

There are many other types of leave available that you may be eligible for, some of which include:

- Special family responsibility
- Emergent/Compassionate
- Bereavement
- Parental/Adoption
- Transfer/Appointment
- Sporting
- SARAS (Study & Research Assistance Scheme)
- Work Cover
- Reserve Forces Training
- Election
- Jury/Court Attendance

If in doubt as to the most appropriate leave to take, please do not hesitate to contact HRM who will be more than happy to discuss the type of leave that may best suit your particular circumstances.

Aurion Employee Self Service (ESS)

With Aurion Employee Self Service (ESS), you can do many tasks for yourself via the web. You can update your own personal record, view your pay details or leave balances, and you can also apply for leave. Aurion forwards the application electronically to your line manager, and when approved, updates your records.

You are responsible for ensuring your personal details are up-to-date

including your emergency contact details.

The leave component of Aurion Employee Self Service provides you with the ability to:

- view your leave balances and leave history
- apply for leave
- withdraw a pending leave application
- view your leave loading
- view your pay slips

To access ESS go to the intranet.

YOUR WORKING ENVIRONMENT

Hours of Work and Timesheets

Under the Public Service Award, you are paid to work 72 ½ hours (or 72.5 hours) a fortnight. This represents 10 working days in a fortnight, making the standard hours in a day 7 hours and 15 minutes (7.25 hours).

However, under the Queensland Government's Hours of Work Arrangements and The Public Trustee policy, you have access to variable working hours.

This means that you have the ability to work flexible working hours and accrue time for working more than the standard hours and thus take time off, according to The Public Trustee Variable Working House Scheme. Approval for time off will be at your line manager's discretion based on business and operational requirements.

In order to keep track of the hours you work so that you can take advantage of this scheme, it is necessary that you record the hours you work on an electronic timesheet.

When you start work, your line manager will help you fill out your timesheet. Your timesheet records the hours you work,

when you take your lunch and when you take leave or time off.

When signing on or off, you must record your starting and finishing times in **5 minute** increments.

The maximum hours you are allowed to work in any one day are nine hours and thirty minutes (9.5hrs) and not more than five hours in any one period (e.g. 8am to 1pm). You must take a break of not less than 30mins after any period of five hours.

The work cycle is four weeks and there are two complete pay cycles per work cycle.

You can accumulate up to three accrued days off (ADOs) in any work cycle and up to five days per cycle may be taken where written approval has been granted by your line manager.

It is permissible to go into debit with your time recording; however, the maximum debit that can be carried over a work cycle is two hours. It is not permissible to go into debit in order to take a full day off.

For more information please refer to the Public Trustee Hours of Work Arrangements guidelines available on the intranet and the spread of hours table on the next page.

Spread of hours	6:00am to 7:00pm Monday to Friday (Central Office) 6:00am to 6:00pm Monday to Friday (Regional Offices)
Normal hours	7:00am to 6:00pm Monday to Friday
Business hours	8:15am – 5:00pm when the Public Trustee is open for business with clients.
Ordinary hours of work	Means 7.25 hours (seven hours fifteen minutes) a day
Maximum hours	Officers should not work more than 9.5 hours a day or more than five hours in any one period.
Meal Breaks	Employees who work in excess of five hours on any day are allowed not less than 30 minutes for an unpaid meal break between the 3rd and 6th hours of duty
Work cycle and settlement period	A four week period during which accrued time and approved leave will be accounted and concludes on the last day of a pay period.
Starting and finishing times	Are deemed to commence on the hour or at five minute intervals after the hour.
Credit/accruals/debit	No limit to the amount of credit time that may be accumulated at any time during a work cycle. Officers cannot accumulate a debit time in excess of two hours unless authorised by a Director or delegate and/or only in respect to makeup provisions under the Family Leave Award (State).
Accrued Day Off	Officer has accumulated 7.25 hours credit time at the start of the day that they wish to have off. A maximum of three Accrued Days Off (ADOs) may be taken in a work cycle. Up to five days per cycle may be taken with the prior written approval from line manager.
Carryover Maximum amount of accumulated hours from one work cycle to the next	36.25 hours (thirty six hours and fifteen minutes) credit or 2 hours debit (unless Family Leave Award – State provisions apply). A Director or delegate may authorise the carryover in excess of 36.25 hours where, because of operational needs, an officer was unable to access accrued time off and therefore exceeded the 36.25 hour carry over limit.

Overtime/TOIL

Authorised work on one day that is within the spread of hours 6:00am to 6:00pm Monday to Friday and exceeds 9.5 hours (exclusive of meal breaks) or is performed outside the spread of hours.

Officers who by mutual agreement with their line manager who perform overtime are either:

- compensated by paid overtime (subject to classification restrictions – see relevant government Directives or Award)
- accrue the time on a time for time basis (TOIL – time off in lieu).

If you have any questions about your timesheet or the variable working hours scheme, please contact HRM for assistance.

Your Personal File

Once you commence with The Public Trustee, HRM will make up a Personal File to store all your employment details. This file is securely stored with HRM. If you have transferred from another Queensland Public Service Department, HRM will request that your Personal File with the other department be sent to The Public Trustee.

You are entitled to view your personal file and photocopy its contents upon your request. You cannot remove your personal file from the area nor change anything on your file, although you have the right to comment on its contents.

You must notify HRM of changes to your personal details. You can update changes to your address, telephone number and next of kin/emergency contacts through ESS. Name changes should be advised to HRM directly.

Social Club

The Brisbane and some regional offices have a social club that organises various social activities throughout the year for staff.

Membership to the Staff Social Club is open to all staff and can be deducted through the pay system each fortnight. Membership to the Social Club provides you with free entry to most Social Club functions. In addition, the Social Club provides a subsidy for you and your partner to the Christmas Party.

An application form to join the Social Club is available from HRM or a Social Club representative. Membership is not compulsory. The Brisbane Social Club has a webpage via the intranet that you can find more information about.

Employee Assistance

The Public Trustee has engaged a private, independent company called Davidson Trahaire Corpsych to provide the Employee Assistance Program. They are there to provide employees with totally independent professional counselling as well as assistance to help employees deal with both work and life issues. This counselling is available to all staff at no cost to the employee. This service is voluntary and entirely confidential.

They can assist in resolving the following issues:

- marital and relationship problems
- work performance issues
- alcohol, drug or gambling issues
- child and family concerns

- personal and career direction
- stress and pressure
- financial and legal problems
- conflict at work
- personal trauma and grief.

This service can be contacted by telephone anytime on 1300 360 364.

Workplace Health and Safety

Under the *Work Health and Safety Act 2011*, The Public Trustee is responsible for ensuring the health and safety of all its employees. As well, employees have an obligation to perform their duties in a safe manner and to utilise protective equipment supplied for their use.

You can refer to the Workplace Health and Safety Policy on the intranet for further information.

Rehabilitation (Work Cover, QSuper or Sick Leave)

If you are injured either at or outside work or become ill, it may be suitable for you to undertake rehabilitation so that you can successfully return to the workplace. If you should become injured or ill, you must immediately report any injury or illness to your line manager and the Rehabilitation and Employee Relations Case Manager in HRM who will be able provide advice on the appropriate steps to take and what options may be available to you.

During this period you may need to take leave, return on restricted duties or participate in a graduated return to work program. These options will be undertaken after consultation with yourself, your physician and your line manager. You may also be eligible to utilise WorkCover compensation for benefits and/ or QSuper income protection whilst you are absent, please check with the Rehabilitation and Employee Relations Case Manager in HR to discuss your eligibility.

Non-Smoking Policy

Since 1 July, 1989 there has been a non-smoking policy within Queensland Government buildings, offices and motor vehicles. The non-smoking area includes all lifts, stairwells, lunch and tearooms, basements, car parks and vehicles.

Where necessary, clients and visitors should be advised of the smoke-free policy and should be politely requested to refrain from smoking.

Employment Equity

Equality of Employment Opportunity (EEO) for the Queensland public sector is about making sure the workplace is free from all forms of unlawful discrimination and harassment, and that people who are members of an EEO target group are able to compete for employment and promotion as effectively as people who are not. The EEO target groups are:

- Aboriginal and Torres Strait Islander people
- people who have migrated to Australia and whose first language is a language other than English, and the children of those people
- people who have or have had a disability
- women

The Queensland public sector is committed to providing a workplace where there is equal employment opportunity that recognises and values the many benefits of a diverse workforce.

The Public Trustee, in accordance with the *Public Service Act 2008* ensures that its policies and procedures

- enable members of the EEO target groups to compete for recruitment, selection, promotion and transfer and to pursue careers, as effectively as people who are not members of those groups, and
- eliminate unlawful discrimination about employment matters by the agency or its employees against members of the EEO target groups.

Anti-Discrimination

Discrimination occurs when someone is treated unfavourably because they belong to a particular group of people. The

purpose of the Anti-Discrimination Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination on the basis of:

- gender
- marital status
- pregnancy
- parental status
- age
- race
- impairment
- religion
- political belief
- trade union activity
- lawful sexual activity
- association with, or relation to a person identified on the basis of any of the above.

Fraud Control

Fraud incidents have the potential to reflect negatively on the integrity of the Public Trustee and may seriously impair the trust the Public Trustee enjoys with its clients and other stakeholders.

To ensure the public trust is upheld the Public Trustee has implemented appropriate internal controls which prevent and detect fraudulent activities and promote the ethical conduct of the Public Trustee.

As an employee of the Public Trustee you are to ensure the public trust is maintained

and promoted through observing your obligations under the Public Trustee Fraud and Corruption Control Policy available on the intranet.

In addition you will be provided with training on the detection and minimization of fraud and dishonesty through the mandatory compliance training program during your induction.

Public Interest Disclosure

All Public Sector entities including the Public Trust Office are bound by the *Public Interest Disclosure Act 2010 (Qld)* (PID Act).

From 1 January 2013, the Queensland Ombudsman is the oversight agency for the PID Act.

The main objects of this act are:

- (a) to promote the public interest by facilitating public interest disclosures of wrongdoing in the public sector
- (b) to ensure that public interest disclosures are properly assessed and, when appropriate, properly investigated and dealt with
- (c) to ensure that appropriate consideration is given to the interests of persons who are the subject of a public interest disclosure
- (d) to afford protection from reprisals to

persons making public interest disclosures.

A Public Interest Disclosure (PID) is the disclosure in the public interest of information specified under sections 12 and 13 of the PID Act and made to an appropriate public sector entity that has the responsibility to appropriately action the information. It is a disclosure about suspected wrongdoing or danger in the public sector.

What constitutes a PID?

This depends on who is making the disclosure; whether the disclosure is made by a public officer or by anyone else. The PID Act provides unique protection from reprisal for public officers disclosing information in the public interest to an appropriate entity about:

- a) official misconduct, as defined in the *Crime and Misconduct Act 2001*; or
- b) maladministration that adversely affects anyone's interest in a substantial and specific way;
- c) negligent or improper management by a public officer, public sector entity or a government contractor resulting in a substantial waste of public funds; or
- d) conduct by another person causing a substantial and specific danger to

public health or safety or to the environment.

The PID Act can also provide protection to members of the community who make a PID about a substantial and specific danger to:

- a) public health and safety including the health and safety of a person with a disability;
- b) the environment; or
- c) a reprisal against anybody as a result of a PID.

A public service officer can make a PID about all of the above matters.

Reporting suspected wrongdoing is vital to the integrity of the Public Trustee.

More information relating to your responsibilities in making and managing public interest disclosures can be found in the Public Trustee Public Interest Disclosure Policy, Public Interest Disclosure Procedure and the mandatory compliance training on the PT Learning Gateway.

Conflict of Interest

A conflict of interest involves a conflict between our duty, as public service employees, to serve the public interest and our personal interests. The conflict may arise from a range of factors including our personal relationships, our employment

outside the public service, our membership of special interest groups, or our ownership of shares, companies, or property.

Having a conflict of interest is not unusual and it is not wrongdoing in itself. However failing to disclose and manage the conflict appropriately is likely to be wrongdoing.

As public service employees we are committed to demonstrating our impartiality and integrity in fulfilling our responsibilities and as such we will:

- always disclose a personal interest that could, now or in the future, be seen as influencing the performance of our duties. This will be done in accordance with Public Trustee policies and procedures
- actively participate with the Public Trustee in developing and implementing resolution strategies for any conflict of interest, and
- ensure that any conflict of interest is resolved in the public interest.

As public service employees we may also experience conflicts of interest between our public service ethics and our professional codes of ethics (for example as health care professionals or as lawyers), or with our personal beliefs or opinions.

Example

An example of a conflict of interest would

be a Trust Officer using a relative or close business associate to perform work on a client's property.

If you or any of your relatives intend to enter into any business relationship with the Public Trustee obtain a copy of the guidelines.

Information Privacy

The key objectives of the *Information Privacy Act 2009* (Qld) (IP Act) are to:

- ensure the fair collection and handling of personal information in the public sector; and
- a right of access to, and amendment of, personal information under the government's control, unless to do so would be against the public interest.

If you are seeking access to your own personal information, you can apply under the *IP Act*.

Example

An application by a beneficiary '*for any information about a complaint made about me by John Smith in August 2013*' would generally be an IP Act application. The focus is on information about the applicant regardless of the fact that the documents may contain other information.

Information Privacy Principles

The Information Privacy Principles (IPPs)

place strict obligations on a Queensland government agency when it collects, stores, uses and discloses personal information. The IPPs are set out in schedule 3 of the (IP Act).

Collection

An agency may request personal information from an individual or from a third party provided the following criteria are met:

- the agency must only ask for the specific personal information required to fulfill the lawful purpose that is directly related to the function of the agency;
- if the information is collected directly from an individual, the agency must tell the individual what the information is going to be used for; and
- the agency must not collect information by unlawful or unfair means, including by trickery, deception or misleading conduct.

Personal information must not be collected for purposes which do not relate to the functions of the agency.

Storage and security

Under IPP 4, agencies must ensure that documents containing personal information are protected from:

- loss;
- unauthorised access, use, modification or disclosure; and

- any other misuse.

Access and amendment

IPP 5 requires agencies to disclose to the public the general types of information they hold, for what particular purpose, and how the information is proposed to be used.

There are two separate ways an individual may request to access their personal information as stated under IPP 6:

- through chapter 3 of the IP Act; or
- through IPP 6.

IPP 7 relates to the amendment of personal information held by agencies, and requires an agency to take all reasonable steps to assure the quality and accuracy of personal information prior to using it. Similar to accessing personal information, there are two separate ways of amending personal information:

- through chapter 3 of the IP Act; or
- through IPP 7.

Use and disclosure

IPP 10 provides that personal information must not be used for a purpose other than the particular purpose for which it was obtained, unless certain exceptions apply. IPP 11 provides that personal information must not be disclosed to a third party, unless certain exceptions apply.

If you are requested to release client information to a third party you should consult with your manager or immediate

supervisor.

Privacy complaints

After 1 December 2009 an individual became able to make a complaint that an agency had breached its obligations under the IP Act to comply with the:

- privacy principles; and/or
- conditions attached to a public interest approval granted under section 157 of the IP Act.

Right to Information

On 1 July 2009 the *Right to Information Act 2009* (RTI Act) came into effect. The RTI Act is part of Queensland Government's approach to giving the community greater access to non-personal information.

The primary objective of the RTI Act is to give a right of access to information in the government's possession or under the government's control unless, on balance, it is contrary to the public interest to give the access.

If you are seeking access to non-personal information not available in our Publication Scheme, Disclosure Log or by Administrative Access Schemes you should apply under the RTI Act.

Section 23 of the RTI Act states:

Right to be given access to particular documents

(1) Subject to this Act, a person has a right to be given access under this Act to—

- (a) documents of an agency; and
- (b) documents of a Minister.

A 'person' includes an individual and a corporation. The right of access established in section 23 can be exercised by anyone.

Example

An application for '*documents about what the Public Trustee did about the complaint I made against the other beneficiary*' would most likely be an application under the RTI Act, as the applicant is seeking to find out what the Public Trustee did about the complaint. On its face, the application is for information about the Public Trustee's actions and about the other beneficiaries (even though there may be some documents which contain small amounts of the applicant's personal information).

For more detailed information on the whole-of-government approach to Right to Information, visit the Queensland Government website www.rti.qld.gov.au

YOUR CAREER

Probationary Period

Under section 126 of the *Public Service Act 2008*, all newly appointed Public Service employees (excluding temporary or contract employees) will serve a minimum of three months' probation.

The Public Trustee of Queensland has determined that the following positions will serve a mandatory six month probation

- Administrative Officer (AO2) – Client Services Program
- Public Trust Officer (AO3) – Client Services Program

During your probationary period, your performance will be monitored using the Probation Review Process. A mid-term review will occur with your line manager to assess your performance with a final assessment at three months (or six depending on your position).

Prior to, or at the conclusion of the probation period the probationary employee will be provided with written documentation to:

- confirm the appointment or
- extend the probation period or
- not confirm the appointment

Performance Planning and Development (PP&D)

Under the *Public Service Act 2008*, Section 98 gives responsibility to the Public Trustee for:

- appraisal of staff performance
- training and development of staff.

The Public Trustee's Employee Performance Management Framework overarches the key processes, tools and resources that address and support the performance management of all employees for the duration of their employment. The Framework's purpose is to promote and maintain a positive workplace culture which is in line with the government's objective to foster a culture of high performance, accountability and continuous improvement in the public sector.

The Framework includes all the elements of employee performance from on-boarding and commencement to ceasing employment, and links employee performance to organisational performance in terms of the achievement of the business goals and the business outcomes of The Public Trustee.

It is a continuous process over the employment lifecycle and includes the necessary succession planning process to ensure knowledge transfer when

employees retire or leave the organisation. The continuous performance management process may be interrupted by event driven performance, conduct and attendance issues that require a performance improvement process.

The Framework embodies four key steps:

- **Set expectations** in terms of performance
- **Develop** or arrange the development plan/s for the employee
- **Align** performance plans at time of review with respect to employee performance and business needs
- **Recognise** good performance.

For more information on the Public Trustee's Employee Performance Management Framework refer to the intranet.

Training and Development

Under Section 98 of the *Public Service Act 2008*, the Public Trustee has a responsibility to provide officers with reasonable access to training and development, which they can use in their employment.

Training and development is an important part of developing the skills and knowledge required for your present and future employment, and is also part of your performance planning and development

(PP&D) process.

Your training needs should be discussed with your line manager and documented in your PP&D. The People and Capability team in HR are also available to answer any inquiries you may have.

Study and Research Assistance Scheme (SARAS)

The Public Trustee supports and encourages all employees to undertake study to promote skills, which will contribute to The Public Trustee's goals, specific and general work needs or individual development.

SARAS provides leave and reimbursement assistance for permanent and certain temporary employees and is one option available to staff to further their development, other support is available to staff who are required to undertake study to maintain certain qualifications and licences relating to their roles

A copy of The Public Trustee's SARAS policy and guideline from the intranet and further information on study options can be obtained from HRM

YOUR CONDUCT

Code of Conduct

The people of Queensland expect the Public Trustee to conduct its business with efficiency, fairness, impartiality and integrity. Public Sector employment carries with it a unique obligation in regard to the public interest and it expects that officers show standards of professional behaviour which maintain our clients' and society's confidence and trust.

The Code of Conduct for the Queensland Public Service establishes standards of behaviour expected of all employees. This is in line with the *Public Sector Ethics Act 1994*.

You need to be aware of what is expected of you to ensure you:

- provide quality client service in line with relevant standards
- work well with your colleagues.

Public Sector Ethics

Ethics are the principles that guide you in the way you do your job including decisions, actions and personal conduct.

The *Public Sector Ethics Act 1994* sets out four principles that are essential to good public administration:

1. Integrity and impartiality
2. Promoting the public good
3. Commitment to the system of

government

4. Accountability and transparency

The Code of Conduct for the Queensland Public Service is available on the intranet. A Code of Conduct course has been developed as part of the Mandatory Compliance Program located on the PT Learning Gateway.

Dress Standard

Personal presentation may take into account:

- work performed
- workplace health and safety
- equal employment opportunity and anti-discrimination principles
- cultural diversity
- local community standards
- climatic conditions.

All employees represent The Public Trustee and should present a professional appearance, which is appropriate for their work. Dress and grooming are of particular importance if your work brings you into contact with the public. Please discuss any issues with a HRM Advisor.

Information Security

All officers are required to comply with published Public Trustee policies. There are a number of policies that cover ICT issues such as: use of ICT assets, access

to the internet, passwords for computer and application security.

Records Management Policy

The Public Trustee is responsible to the community for effectively managing the information in its care, and are committed to ensuring full and accurate records of our business are adequately documented, preserved and made accessible.

All employees are responsible for keeping full and accurate records of their work as prescribed under the relevant policy via the intranet.

Delegations

The Public Trustee of Queensland has the power to delegate some decisions to others within the Public Trustee, these are refer to as Delegations.

Decisions based on financial, administrative and human resources have been delegated to positions within the Public Trustee.

Your line manager will advise you if your position carries any delegated powers and there limits. The Public Trustee Financial and Administrative Delegations Register and the Human Resources Delegations Policy are the key documents to refer to and can be located on the intranet.

The Public Service Act 2008, Regulation and Directives

As a public servant, you are employed under the *Public Service Act 2008* and the *Public Service Regulation 2008*.

Directives detail rulings to which Queensland Government departments must adhere.

Chief executives have the discretion to determine how best to implement these rulings, enabling them to develop departmental procedures that suit their individual business and service delivery needs.

The Public Service Commission Chief Executive or the minister responsible for public sector industrial relations can issue directives under the *Public Service Act 2008*.

Public Service Commission directives, policies, guidelines and standards can be accessed at www.psc.qld.gov.au

Records to be Maintained

As an employee of The Public Trustee, you are responsible for maintaining your own attendance records (e.g. timesheet). You should also update your personal details including your name, residential address, telephone number and your address during leave via ESS.

Duty Outside Ordinary Hours

Where it is essential, you will be expected to perform duties outside ordinary working hours and as far as practicable reasonable notice will be given. You may also be eligible for an overtime payment and meal allowance. For more information please access the intranet.

Recognition of Previous Service

If you have been employed in the Commonwealth, State or Local Government Public Service in the previous twelve months, you may be eligible to have your previous service recognised. An application should be made in writing to the HR as soon as possible.

Officer Charged with Offence Before a Court

Where an officer is charged with having committed any indictable offence, or is convicted by any Court of an offence, whether punishable on summary conviction or otherwise, the officer shall immediately report the fact and the circumstance in writing to The Public Trustee. Please advise your line manager immediately if you have been charged with an indictable offence.

Employee Resignation

A public service officer may resign by signed notice of resignation given to The

Public Trustee –

- a) at least 2 weeks before the notice is to take effect; or
- b) within a shorter period approved by the Public Trustee.

The notice takes effect in accordance with its terms and without needing the Public Trustee's acceptance. Staff who resign will be asked to complete an exit questionnaire. Information gained will be used to improve work practices where relevant.

Employees Engaging in other Employment

Officers engaged, or who are to be engaged, in employment other than at the Public Trust Office, must notify The Public Trustee of their other employment and of any new or actual change in the nature of any other employment, compatible with the Directive on Other Employment, within fourteen calendar days of the engagement or changes to their additional employment.

Additional Information

The Public Trustee Human Resources Management team can provide you with additional information relating to your appointment and your working conditions. If you have any questions please do not hesitate to contact the HRM team at

HRM-Enquiries@pt.qld.gov.au