




Department of
Transport and Main Roads




PRIVATE AND CONFIDENTIAL

Dear 


Decision letter on discipline penalty

I refer to my letter dated  where I provided you with seven days to respond to why the following disciplinary action should not be imposed under section 188 of the Public Service Act 2008 (the Act), specifically:

- A reprimand

I have now carefully considered all the evidence available to me, including your response dated 


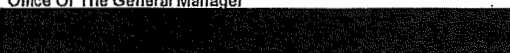
In your response you state:

- *I acknowledge the seriousness of my actions and would like you to take into consideration my overall work record within both the Department of  as well as my record with the Department of Transport.*
- *I have at no time had disciplinary actions taken against me during my working career.*
- *I have always placed the both customers and the staff needs before myself and at times my family and at no time did I believe that I was putting anyone else at risk by my actions.*
- *I will acknowledge that during that period of time the amount of stress I was under clearly under inhibited my judgement and communication skills.*
- *I can assure you that these actions will never occur again.*

My decision

I acknowledge that while you have taken responsibility for your conduct and you have apologised for your actions, your conduct resulted in you breaching departmental policies and procedures.

As I explained to you in my previous letter, the information that is captured in TICA/TRAILS is very sensitive as it contains private and confidential information relating to the people of


Office Of The General Manager




Queensland. The integrity that is expected of you as a [REDACTED] Officer to ensure that you treat this information with due care is paramount.

While you have stated that you were under stress at the time of the breaches, it does not diminish the fact that you inappropriately and without authorisation accessed your son's personal information. Further, you willingly and knowingly chose to email a screen shot of highly confidential information obtained from a departmental database which was captured for an official purpose to a member of the public. Such conduct is a significant departure from the expected behaviours of a [REDACTED] Officer.

TMR's Customer Services Branch Policy *Access to Customer Records* explicitly outlines that access to records is only authorised if such access is necessary for the employee to undertake the specific duties assigned to them. When using TRAILS/TICA, you are reminded of these responsibilities.

Furthermore, you have undertaken all mandatory training and completed regular TICA release training, and as such, should be aware of your obligations. As a Principal Customer Service Officer, you are expected to demonstrate substantial understanding of the applicable legislation and demonstrate a high standard of conduct and decision-making. I find that your judgement in this matter was lacking and had you sought advice from your supervisor or manager at the time, this situation would not have occurred.

As I established in my letter to you dated [REDACTED] you have breached the Code of Conduct and I am of the view that a penalty is warranted. I have decided to impose the following action under section 188(1) of the *Public Service Act 2008*:

- A reprimand

Appeals

A right of review of a disciplinary decision is contained in the *Public Service Act 2008* (Chapter 7). You may appeal my disciplinary decision within 21 days of receiving the decision. Subject to any appeal, the above disciplinary action will be implemented on the conclusion of the appeal lodgement period.

The QIRC Industrial Registry will be able to provide further information about public service appeal procedures (www.qirc.qld.gov.au; Tel: 1300592987 or 32278060). Subject to any appeal, I will write to you again once the period has expired to advise you the action is being implemented.

Records management

A record of this action will be retained on a separate confidential disciplinary file and may be a factor in the consideration of any future disciplinary process initiated against you. Your

personnel file will contain only the outcome of the disciplinary action and a notation that a separate disciplinary file exists.

Confidentiality and support

I remind you that you are to keep this matter confidential and should not be discussed in the workplace or with any other employee not part of this process. Should you fail to follow this lawful direction this may constitute grounds for further administrative action.

I understand that these types of processes can have a personal impact on you. I encourage you to contact LifeWorks [REDACTED] if you feel you need additional personal support. The service is a confidential counselling and support service and is available on 1800 604 640. You may also wish to seek advice from an appropriate support person. If you have any questions about the content of this letter please do not hesitate to contact contact [REDACTED]

Yours sincerely

[REDACTED]
[REDACTED]
[REDACTED]