

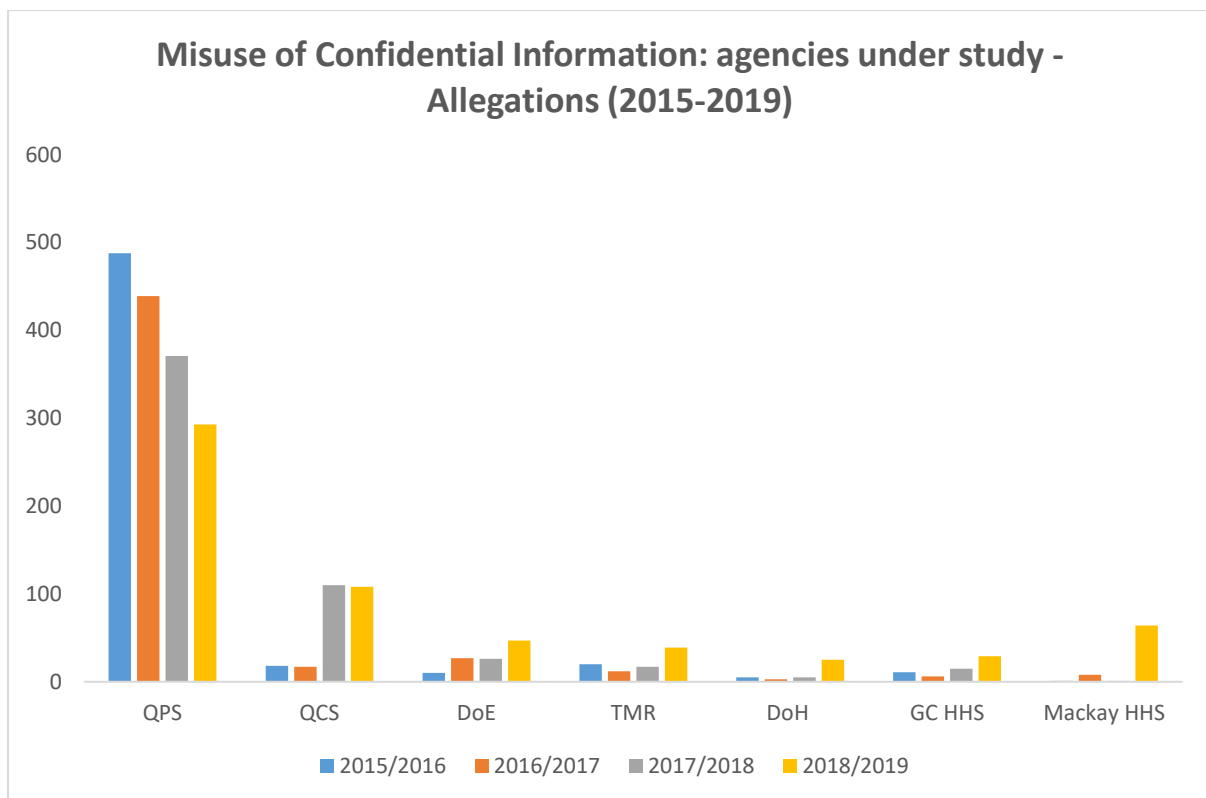
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DTMR Complaints and Allegations Data¹

Misuse of Confidential Information Data (Agencies under study) - Allegations

Year	QPS	QCS	DoE	DTMR	DoH	GC HHS	Mackay HHS	Total
2015/2016	488	18	10	20	5	11	1	553
2016/2017	439	17	27	12	3	6	8	512
2017/2018	371	102	26	17	5	15	1	545
2018/2019	293	108	47	39	25	29	64	605
Total	1591	253	110	88	38	61	74	2215

Source: Crime and Corruption Commission



Source: Crime and Corruption Commission

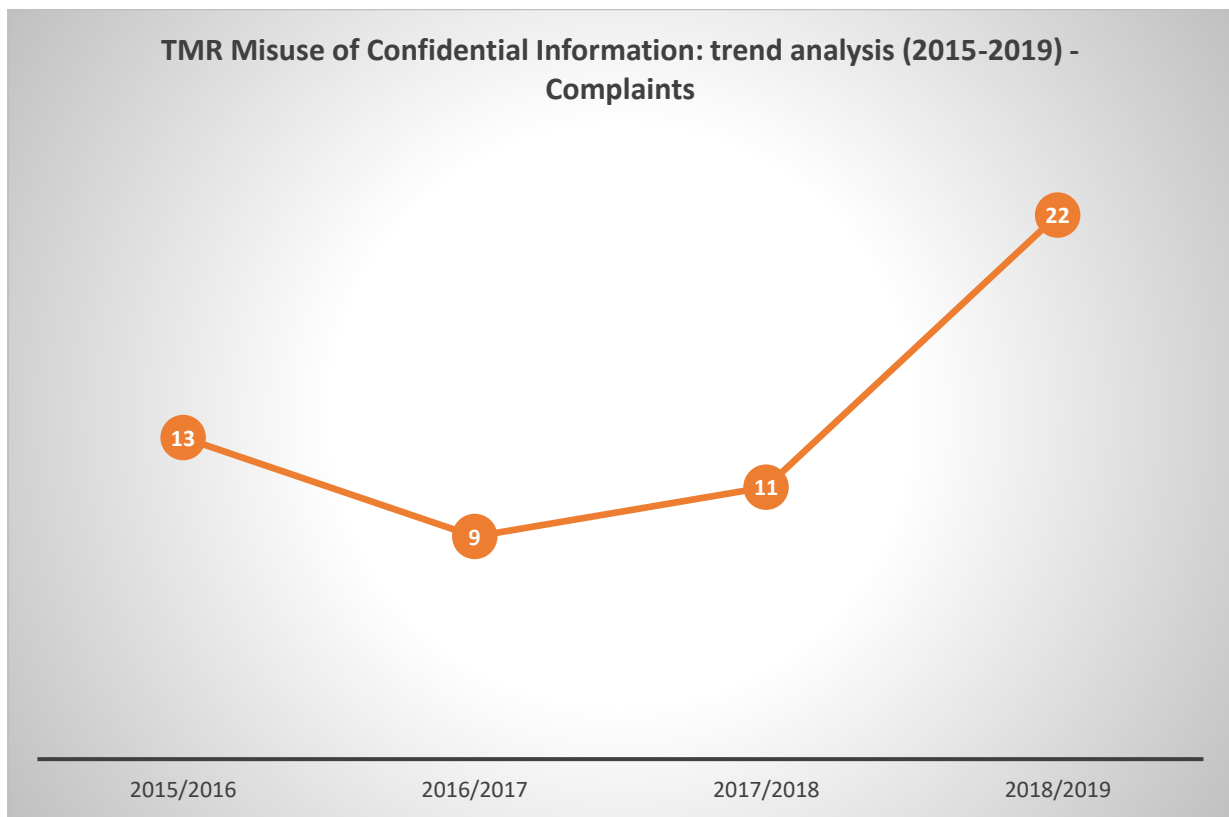
¹ DoH data does not include Queensland Ambulance Service and HHSs

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Complaints Regarding Misuse of Information

Year	QPS	QCS	Education	DTMR	Health	GC HHS	Mackay HHS
2015/2016	290	11	8	13	2	4	1
2016/2017	288	14	15	9	2	5	1
2017/2018	249	55	18	11	1	5	1
2018/2019	202	66	37	22	17	11	9
Total	1029	146	78	55	22	25	12

Source: Crime and Corruption Commission



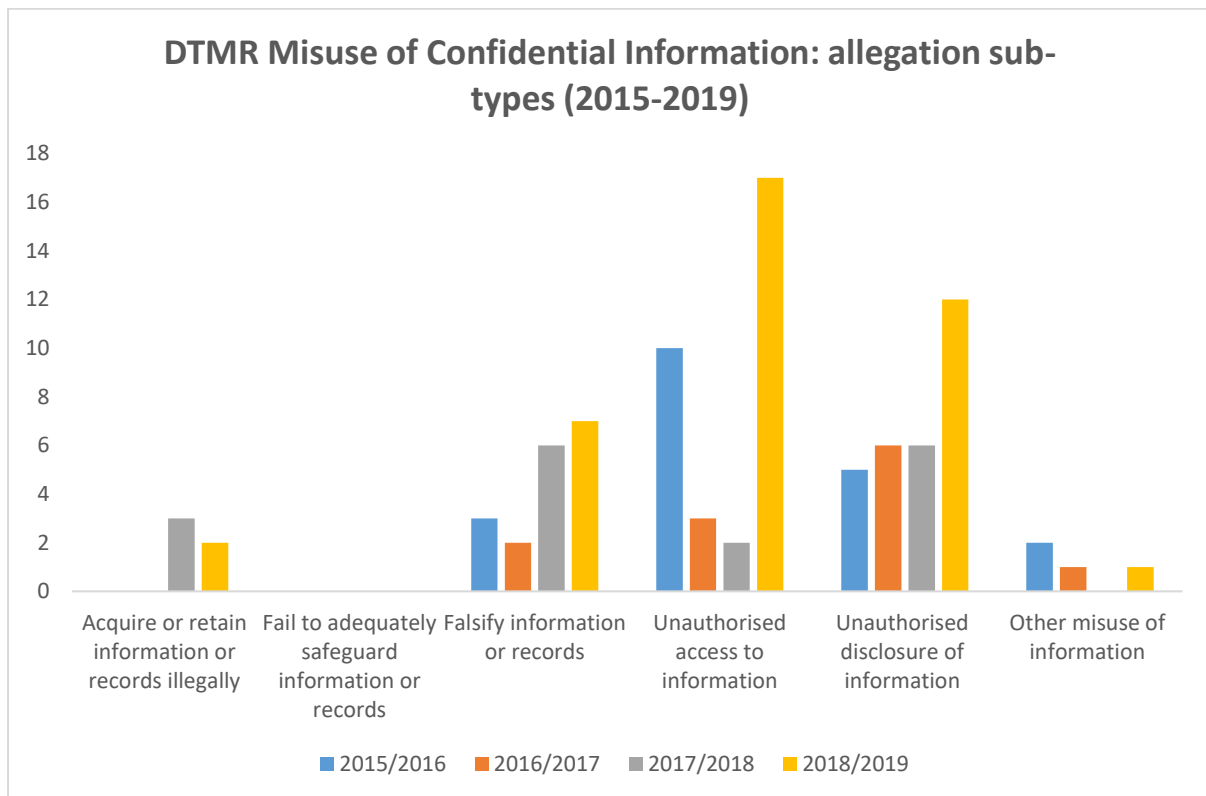
Source: Crime and Corruption Commission

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DTMR Misuse of Confidential Information: allegation sub-types (July 2015 – June 2019)

Year	Acquire or retain information or records illegally	Fail to adequately safeguard information or records	Falsify information or records	Unauthorised access to information	Unauthorised disclosure of information	Other misuse of information	Total
2015/2016			3	10	5	2	20
2016/2017			2	3	6	1	12
2017/2018	3		6	2	6		17
2018/2019	2		7	17	12	1	39
Total	5		18	32	29	4	88

Source: Crime and Corruption Commission



Source: Crime and Corruption Commission

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Proportional Complaint across Case Study Agencies (2018/2019)²

Agency	Total Population	Number of complaints	Proportional breach
QPS	15285	202	75
QCS	5054	66	76
DoE	73,741	37	1993
DTMR	7102	22	322
DoH	5801	17	341
GC HHS	8262	11	751
Mackay HHS	2388	9	265

Source: Crime and Corruption Commission

² All staff numbers are FTE and are sourced from the agencies' 2018/2019 Annual reports

**DEPARTMENT OF TRANSPORT AND MAIN ROADS
INFORMATION MISUSE COMPLAINTS AND ALLEGATIONS**

The Transport and Main Roads (TMR) welcomes any opportunity for continuous improvement in relation to the protection of personal information.

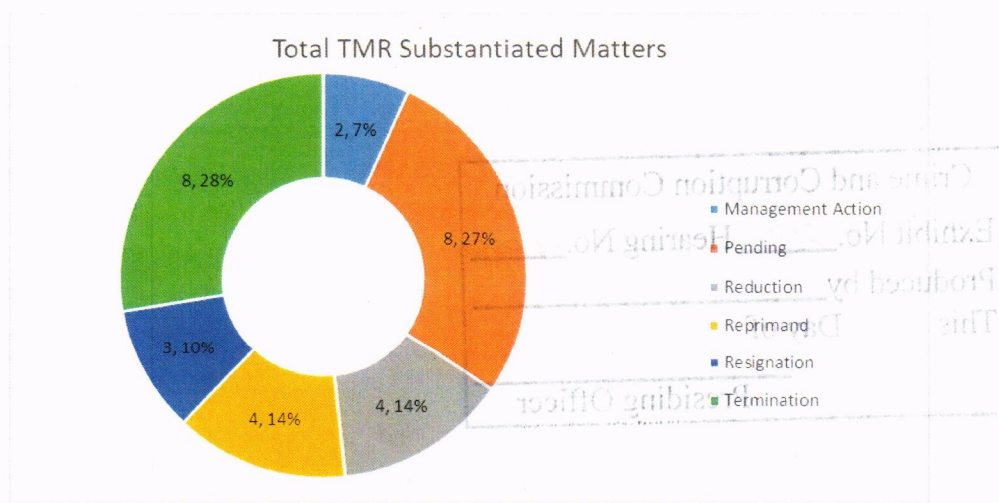
Exhibit 19 provides a range of statistics prepared by the Crime and Corruption Commission (CCC) around TMR's complaints and allegations for the period 1 July 2015 to 30 June 2019. The CCC has subsequently provided the department with a full schedule of those matters for further analysis. The results of that analysis as summarised as follows:

- For the finalised investigations for complaints made to TMR during the period identified in the CCC Exhibit, 33% were unsubstantiated.
- Of those substantiated complaints, 42% resulted in the harshest disciplinary outcomes available to the Department. These being:
 - 28% involved a termination of an employee
 - 14% involved a reduction in pay for an employee.
- 8 substantiated complaints have had a QPS referral made (or is in process).

Complaints (1 July 2015 to 30 June 2019)

Total TMR Complaints per Exhibit 19	55	
Total per Schedule provided by CCC	52	
Referred directly to CCC (TMR has no record of outcome)	6	
Under investigation	3	
Unsubstantiated	14	
Substantiated TMR complaints	29	
Outcome included termination	8	28%
Outcome included reduction in pay	4	14%
Reprimand	4	14%
Resignation	3	10%
Management Action	2	7%
Outcome pending*	8	27%

*Outcome pending means that the investigation has concluded, the complaint has been substantiated, and disciplinary action is in progress. It may also include matters for which an initial disciplinary decision has been made and may be subject to appeal through the Commission.



CCC EXHIBIT

Allegations (1 July 2015 to 30 June 2019)

Another way of viewing the data is by allegations. There can be a number of allegations involved in any one Complaint. Per Exhibit 19, there were 88 relevant allegations made during the period.

Total per Exhibit	88	
Total per Schedule provided by CCC	88	
Referred directly to CCC (TMR has no record of outcome)	12	
Under investigation	3	
Unsubstantiated	20	
Substantiated TMR complaints		
Outcome included termination	12	23%
Outcome included reduction in pay	6	11%
Reprimand	9	17%
Resignation	4	8%
Management Action	3	6%
Outcome pending*	19	36%

**Outcome pending means that the investigation has concluded, the allegations have been substantiated, and disciplinary action is in progress. It may also include matters for which an initial disciplinary decision has been made and may be subject to appeal through the Commission.*