

Complaints about the WorkCover Queensland CEO and WorkCover Employing Office Executive Officer

Section 48A, *Crime and Corruption Act 2001*

Review date: 13 October 2025

1 Objective

1. The Chief Executive Officer (CEO) is the public official for WorkCover Queensland (WorkCover) and the Executive Officer (EO) is the public official for the WorkCover Employing Office (WEO) for the purposes of the Crime and Corruption Act 2001 (CC Act). Within WorkCover and WEO, the CEO and EO appointment is held by one person.
2. WorkCover and the WEO are both Units of Public Administration (UPAs) under the CC Act.
3. Under s 48A of the CC Act, A UPA must have a policy that states how the UPA will deal with a complaint of corrupt conduct that involves or may involve the UPA's public official.
4. The objective of this policy is to set out how WorkCover and WEO will deal with a complaint (or information or matter) that involves or may involve corrupt conduct, as defined in the CC Act, by the CEO and EO.

2 Policy rationale

1. This policy is designed to assist WorkCover and the WEO to:
 - a. Comply with s. 48A of the CC Act.
 - b. Promote public confidence in the way suspected corrupt conduct by the CEO of WorkCover and EO of WEO is dealt with (s. 34(c) CC Act).
 - c. Promote accountability, integrity, and transparency in the way WorkCover and WEO deals with a complaint that is reasonably suspected to involve, or may involve, corrupt conduct by the CEO and EO.

3 Definitions and acronyms

Term	Description
Board	The WorkCover Queensland Board established under s 424 of the <i>Workers' Compensation and Rehabilitation Act 2003 (WCRA)</i>
Chair person	The person appointed as the Chair person of the WorkCover Queensland Board under s 425 of the WCRA
Chief Executive Officer (CEO)	The person appointed as CEO of WorkCover Queensland The person also holds appointment as the Executive Officer of the WorkCover Employing Office
Crime and Corruption Commission (CCC)	the Commission continued in existence under the CC Act
Crime and Corruption Liaison Officer	The person appointed by the CEO of WorkCover Queensland as the primary contact for engaging with the Crime and Corruption Commission on fraud and corruption matters

CC Act	<i>Crime and Corruption Act 2001</i>
Complaint	includes information or matter: see the definition in s. 48A(4) of the CC Act
Corrupt conduct	see s. 15 of the CC Act
Corruption in Focus	Corruption in Focus guide: www.ccc.qld.gov.au/publications/corruption-focus
Deal with	see Schedule 2 (Dictionary) of the CC Act
Executive Officer (EO)	The person appointed as the Executive Officer of the WorkCover Employing Office
Information or matter	See s48A(4) of the CC Act
Nominated person	see item 5 of this policy
Public official	see s. 48A & Schedule 2 (Dictionary) of the CC Act
Unit of public administration (UPA)	see s. 20 of the CC Act
WCRA	<i>Workers' Compensation and Rehabilitation Act 2003</i>
WorkCover Queensland (WorkCover)	The entity established under s380 of the WCRA
WorkCover Employing Office (WEO)	The entity established under s 475A of the WCRA

4 Policy application

1. This policy applies:
 - a. if there are grounds to suspect that a complaint may involve corrupt conduct by the CEO of WorkCover and the EO of WEO; and
 - b. to all persons who hold an appointment in, or are employees of, WorkCover or the WEO.
2. For the purpose of this policy a complaint includes information or matter.

5 Nominated persons

1. Having regard to s. 48A(2) and (3) of the CC Act, this policy nominates the following persons as the nominated persons to notify the CCC of the complaint and to deal with the complaint under the CC Act:
 - a) The Chair person of the WorkCover Queensland Board;
 - b) Supported by the Crime and Corruption Liaison Officer (Head of Regulatory Integrity)
2. The provisions of the CC Act under section 48A(3) regulate how the CEO and EO as the public official of WorkCover and WEO is to notify or deal with a complaint and these also apply to the nominated persons.
3. The nominated persons may be contacted via: PID@workcoverqld.com.au

6 Complaints about the CEO and EO

1. If a complaint may involve an allegation of corrupt conduct by the CEO or the EO of WorkCover and WEO, the complaint may be reported to:
 - a. the nominated person; or
 - b. the CCC directly, via this [form](#) on the CCC's website; or
 - c. The Head of Regulatory Integrity (CCC Liaison Officer); or
 - d. a person to whom there is an obligation to report under an Act (this does not include an obligation imposed by ss. 38 or 39(1) of the CC Act).
2. If there is uncertainty about whether or not a complaint should be reported, it is best to report it to the nominated person.

6.1 Complaints received by the nominated person

1. If the nominated person reasonably suspects that a complaint involves or may involve corrupt conduct by the CEO and CEO they are to:
 - a. notify the CCC of the complaint; and
 - b. deal with the complaint, subject to the CCC's monitoring role, when pursuant to s. 46 of the CC Act, the CCC refers the complaint to the nominated person to deal with.

6.2 Complaints received by the CEO and EO

1. If the CEO receives a complaint that may involve corrupt conduct on their part, they must:
 - report the complaint to the nominated person as soon as practicable and may also notify the CCC; and
 - take no further action to deal with the complaint unless requested to do so by the nominated person.

7 Recordkeeping requirements

1. Should the nominated person decide that a complaint, or information or matter, about alleged corrupt conduct by the CEO and EO is not required to be notified to the CCC under s. 38 of the CC Act, the nominated person must make a record of the decision that complies with s. 40A of the CC Act.

8 Resourcing the nominated person

1. If pursuant to s 46 of the CC Act, the nominated person has responsibility to deal with the complaint:
 - a. the CEO and EO will ensure that sufficient resources are available to the nominated person to enable them to deal with the complaint appropriately

- b. the nominated person is to ensure that any consultations for the purpose of securing resources sufficient to deal with the complaint appropriately are confidential and are not disclosed, other than to the CCC, without:
 - authorisation under a law of the Commonwealth or the State; or
 - the consent of the nominated person
 - c. the nominated person must, at all times, use their best endeavours to act independently, impartially, and fairly having regard to the:
 - purposes of the CC Act
 - the importance of promoting public confidence in the way suspected corrupt conduct in WorkCover and the WEO is dealt with; and
 - WorkCover and WEO's statutory, policy and procedural framework.
2. If the nominated person has responsibility to deal with the complaint, they are delegated the same authority, functions, and powers as the CEO and EO to direct and control staff of WorkCover and the WEO as if the nominated person is the CEO and EO for the purpose of dealing with the complaint only.

9 Liaising with the CCC

1. WorkCover and WEO are to keep the CCC and the nominated person informed of:
 - a) the contact details for the CEO and EO and the nominated person; and
 - b) any proposed changes to this policy.

10 Consultation with the CCC

1. The CEO and EO will consult with the CCC when preparing any policy about how WorkCover and WEO will deal with a complaint that involves or may involve corrupt conduct by the CEO and EO.

11 Statutory references

1. Unless otherwise stated, all statutory references are to the *Crime and Corruption Act 2001*.

12 Approval

1. As required by the CCC, this policy is approved by the public official:

Michael Pennisi

WorkCover Queensland CEO and WorkCover Employing Office Executive Officer

Date: 15 January 2026

2. Following approval by the CEO and EO, this policy is also endorsed by the Board Chair.

13 Document Control

Category	Description
Approver	CEO and EO as the public official Board Chair
Policy Owner	Chief Risk Officer
Author	Head of Regulatory Integrity
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