

FACTSHEET

Help for Managers

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As a manager you may be made aware that a staff member in your area has become involved in an internal inquiry or investigation and this can be a stressful situation for some people.

It is essential that you as the manager, regardless of your level of seniority, provide support, advice and guidance where necessary.

This is particularly so for any person that might have made a complaint about a matter that has been defined as a **Public Interest Disclosure (PID)**. If this is the case then you or someone senior to you will be contacted by the UQ PID Support Officer and provided with advice as to how to manage a person identified as a PID.

If as a manager you are concerned about your capacity to effectively manage a PID, you should seek advice, however generally you will not be required to do anything outside your position description. However you can do simple things such as listening to the person (PID) and trying to accommodate their needs, if reasonable. For example if a person makes a complaint about a colleague and it has been determined that it is a PID, it may no longer be possible for them to work closely together.

If you are senior within the University and a subordinate manager is the subject of a PID, made by one of their subordinates, then it is highly likely that the reporting relationship will have to be changed.

It is essential to the effective management of a PID by you as a manager that no harm can come to the person that made the complaint (PID). Harm is not simply defined as physical harm, it can be quite broad and would include behaviours such as making unfair decisions, ostracising the person, bullying and intimidation, and harassment.

Where can I learn more?

The Integrity and Investigations Unit website has links to policies, procedures and other guides to help managers deal with PIDs in the workplace.

What do I do if I also have a Performance Management Issue to deal with?

It is not uncommon for a person to have made a complaint about an issue, which may or may not be a PID and a performance management process to also be underway at the same time. It is therefore important that proper process is followed regarding the management of the Performance process. To avoid accusations that a Performance Process has been commenced because of a PID being made, keep the following points in mind:

- Was the Performance Management process commenced before the PID was made? If so, then the process should continue.
- Explain to the person that the two issues are not connected and that the Performance Management Process will continue.
- If a PID has been made and afterwards you believe a Performance Management process should commence, seek advice. Do not commence that process without seeking advice from HR or the Investigations Unit.
- If the supervisor of the person is the subject of the PID and the reporting relationship has changed, so too will the management of the Performance Management Process, again seek advice.

When will the PID process end?

You will be aware that the end of the PID process has been reached, when the investigation has been completed and any recommendations have been made and implemented, where appropriate. Even if a matter has not been substantiated, the person that made the PID may not be able to work with the person that was the subject of the PID and they can still suffer a reprisal. Each case must be assessed on its merits, however advice should be sought from HR before decisions are made as to how to manage such a situation.