

EMERGENCY/DISASTER/RISK IDENTIFICATION AND TREATMENT PLAN

Risk Category	Details of Risk, Emergency or Disaster	Risk Level	Treatment	Actioned By	When
Reputation	Inappropriate staff performance or conduct	Low	All staff receive training and are aware and compliant with policies and legislation governing their actions and decisions regarding their work undertaken as employees of the Office. Code of Conduct training	<ul style="list-style-type: none"> Staff Meeting Personal Performance Plan 	Code of Conduct training held annually
	Office culture	Low	The Office culture is to openly discuss potential and identified risks and determine the appropriate resolution. Code of Conduct training	<ul style="list-style-type: none"> Staff Meetings 	Code of Conduct training held annually
	Confidentiality	Low	All staff and external suppliers have signed confidentiality agreements in place prior to work commencing with the Office. Code of Conduct training	<ul style="list-style-type: none"> Senior Corporate and Executive Services Officer 	As required
	Independence	Low	The Information Commissioner is independent of executive government, reporting to a Parliamentary Committee and cannot be directed as to the functions performed by the Office.	<ul style="list-style-type: none"> Information Commissioner 	Ongoing
	Independence	Low	The Office does not use any Queensland Government logo in any communications, publications or on the website.	<ul style="list-style-type: none"> Communications Officer Office Manager 	Quarterly Check
	Information accuracy	Low	Review publications for accuracy	<ul style="list-style-type: none"> Training and Stakeholder Relations Manager Manager Information and Assistance 	Quarterly Check
Information Security	Information security – External Review Unit	Low	All access application ‘matter in issue’ is stored in the designated secure room with dedicated security access. This secure room is located within the Office premises which have a range of further security protections.	<ul style="list-style-type: none"> External Review staff Registry staff 	On going
	Information security – Privacy Unit	Low	All privacy complaint files are stored in the designated secure room with dedicated security access. This secure room is located within the Office premises which have a range of further security protections.	<ul style="list-style-type: none"> Privacy staff 	On going
	Information security – Assistance and Monitoring Unit	Low	All agency access application files and material associated with compliance assessment evaluation by the Performance Monitoring and Reporting Team are stored in the designated access room with dedicated security access. This secure room is located within the Office premises which have a range of further security protections.	<ul style="list-style-type: none"> Performance Monitoring and Reporting staff 	On going

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	Information	Low	Emails, Electronic data and mail is registered and handled in accordance with set procedures.	<ul style="list-style-type: none"> Registry staff 	Daily
	Server failure	Low	Refer to the Operating Level Agreement between the Office and the Queensland Parliamentary Service for process and procedure to interruption of service.	<ul style="list-style-type: none"> MCES 	On occurrence
Staff Security and Safety	Staff security	Low	The Office is a secure area except for the reception area. Meetings involving non-Office staff must be held in the conference room or mediation rooms which have two separate lockable entry points and are fitted with duress alarms. The Office electronic security system is connected to the State Government Protective Security Service and on-site security.	<ul style="list-style-type: none"> All staff 	On occurrence
	Dealing with volatile people	Low	Staff receive training, mentoring and debriefing in relation to interacting with volatile people. An Employee Assistance Scheme (EAS) support service is available. Code of Conduct training Security training at induction	<ul style="list-style-type: none"> Senior Corporate and Executive Services Officer Executive Leadership Team MCES Office Manager 	On going
	Natural disaster	Low	Treatment strategy to be determined by Information Commissioner and communicated to key stakeholders in accordance with Emergency Communication Plan.	<ul style="list-style-type: none"> Information Commissioner Executive Leadership Team MCES 	On occurrence
	Building emergency	Low	Refer Office Emergency Response Plan Education at staff meetings and induction	<ul style="list-style-type: none"> Floor Wardens MCES First Aid Officers 	On occurrence

KEY STAKEHOLDER LIST

Stakeholder	Contact Details	Contact Method
Staff	Accessed during/after hours through Citrix/Aurion system	Text/phone
Minister, Justice and Attorney-General		
Director-General, Justice and Attorney-General		
Parliamentary Service: <ul style="list-style-type: none"> • Information Technology • Finance • Human Resource Management 	Managers	Phone
Department of Public Works		Phone
Building Security		Phone