



**Janine Young**  
**ANZOA Chair**  
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4 August 2020

Mr Steve McGhie MP  
Chair, Integrity and Oversight Committee, Parliament of Victoria  
[ioc@parliament.vic.gov.au](mailto:ioc@parliament.vic.gov.au)

## **INQUIRY INTO THE EDUCATION AND PREVENTION FUNCTIONS OF VICTORIA'S INTEGRITY AGENCIES**

Dear Mr McGhie

Thank you for offering the Australian and New Zealand Ombudsman Association (ANZOA) the opportunity to make a submission to the Integrity and Oversight Committee's *Inquiry into the Education and Prevention Functions of Victoria's Integrity Agencies*.

ANZOA is not in a position to make specific assessments about the education and prevention policies, practices and activities of Victoria's integrity agencies. However, noting that one of those agencies is the Victorian Ombudsman, I draw the Committee's attention to the *CDR Benchmarks*, regarded as best practice for all Ombudsman offices, whether parliamentary or industry-based.

The *CDR Benchmarks* publication addresses six principles — accessibility, independence, fairness, accountability, efficiency and effectiveness — supporting each with key practices, some of which are likely to be relevant to the 'education and prevention' subject matter of your Inquiry. For example:

- the principle of 'accessibility' includes key practices around awareness and promotion
- the principle of 'accountability' addresses reporting for the purposes of building understanding (within the community, as well as in agencies under jurisdiction) of the office's role and powers
- the principle of 'independence' addresses the need for sufficient funding to enable the office's functions to be fulfilled.

The *CDR Benchmarks* publication is available on the website of The Treasury, Australia: *Principles and Purposes and Key Practices*. It is also linked from the ANZOA website home page: [www.anzoa.com.au](http://www.anzoa.com.au).

Communication, education and complaints prevention are key functions of high performing Ombudsman offices — functions which, to be effective, require specific and dedicated funding. This does not necessarily mean extensive funding — in today's environment, the use of social media can enable an Ombudsman office to effectively engage with many stakeholders and citizens very effectively, including through delivery of webinars focused on education and complaints prevention. Recognising that many citizens do not have access to digital communication — including those who experience financial vulnerability and/or literacy barriers — some funding for face-to-face community engagement should also be made available.

I am available to discuss ANZOA's submission with Committee Manager, Sean Coley, and may be contacted on (02) 82185204 or by email: [info@anzoa.com.au](mailto:info@anzoa.com.au).

Yours sincerely

A handwritten signature in black ink that reads 'Janine Young' in a cursive, flowing script.

Janine Young  
**ANZOA Chair**

# PARLIAMENT OF VICTORIA

## Integrity and Oversight Committee



10 July 2020

Ms Janine Young  
Chair  
The Australia and New Zealand Ombudsman Association  
[info@anzoa.com.au](mailto:info@anzoa.com.au)

Dear Ms Young

### **Re: Invitation to make a submission to the Inquiry into the Education and Prevention Functions of Victoria's Integrity Agencies**

The Integrity and Oversight Committee of the Parliament of Victoria monitors and reviews the performance of the Independent Broad-based Anti-corruption Commission, the Office of the Victorian Information Commissioner, the Victorian Inspectorate and the Victorian Ombudsman. Each of these agencies has a role to play in helping Victoria's public sector prevent, or identify and address, corruption and other misconduct.

Noting the importance of education and prevention initiatives in reducing corruption and other misconduct in the Victorian public sector, the Committee has commenced a self-referenced Inquiry into the Education and Prevention Functions of Victoria's Integrity Agencies ('the Inquiry').

The terms of reference for the Inquiry are as follows:

That the Integrity and Oversight Committee inquire into and report to the Parliament, no later than **30 March 2021**, on:

- (1) The Victorian legislative framework with regard to the education and prevention functions of the Independent Broad-based Anti-corruption Commission (IBAC), the Office of the Victorian Information Commissioner (OVIC), the Victorian Inspectorate (VI) and the Victorian Ombudsman (VO).
- (2) The current policies, practices and activities of IBAC, OVIC, the VI and the VO regarding the exercise of their education and prevention functions—including their application to the integrity agencies themselves, public sector bodies and the Victorian community.
- (3) Best practice with respect to integrity agencies' education about, and prevention of, corruption and other misconduct, drawing on interstate and international experience.
- (4) Whether the exercise by IBAC, OVIC, the VI and the VO of their education and prevention functions throughout Victoria meets best practice.
- (5) What improvements can be made to integrity agency education and prevention functions and their exercise by IBAC, OVIC, the VI and the VO.

The Committee would be interested to hear about the experiences, views, concerns or knowledge of your organisation in relation to the terms of reference.

The Committee is especially interested in receiving your response to the following themes:

- Experience interacting with IBAC, OVIC, the VI or VO in relation to their prevention and education functions, including best practice examples or recommendations for improvement.
- Experience working with other agencies in relation to corruption or other misconduct prevention and education, both interstate and international.
- Experience and engagement with corruption education and prevention initiatives and whether they were useful and met best practice.
- Experience identifying corruption and other wrongdoing risks and delivering corruption-prevention programs (informed by IBAC, OVIC, the VI or VO).

However, your submission is not limited to these themes. Any submission from your organisation addressing the terms of reference will be appreciated.

Please, also, circulate the terms of reference to your networks and contacts who may have an interest in the Inquiry.

Submissions are public documents and may be posted on the Committee's webpage and quoted in the Inquiry report. Please indicate in your submission if you want it to remain confidential.

The Committee may decline to accept a submission if it is not relevant to the terms of reference. We will notify you upon receiving your submission if it has been accepted.

The due date for submissions is **Monday 31 August 2020**.

Electronic submissions can be submitted by email to [ioc@parliament.vic.gov.au](mailto:ioc@parliament.vic.gov.au) or by using the e-submission form at [www.parliament.vic.gov.au/ioc](http://www.parliament.vic.gov.au/ioc).

Alternatively, hard copy submissions should be posted to:

Committee Manager  
Integrity and Oversight Committee  
Parliament House  
East Melbourne VIC 3002

You can find guidelines on how to make a submission on the [Parliamentary Committees webpage](#).

For information on the role and functions of the Committee, please [visit our webpage](#).

If you have any queries, or would like further information on the Committee's work in relation to this Inquiry, please contact Mr Sean Coley, Committee Manager, on (03) 8682 2830 or at [sean.coley@parliament.vic.gov.au](mailto:sean.coley@parliament.vic.gov.au).

Yours sincerely



**Steve McGhie MP**  
**Chair**

[Integrity and Oversight Committee](#)

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