



# **Queensland Public Service Charter**



## We are ...

... civil engineers, electricians, registered nurses, child safety officers, office managers, correctional officers, secondary school teachers, computing professionals, structural engineers, plumbers, psychologists, social workers, animal trainers, accountants, procurement officers, ambulance officers, building surveyors, motor mechanics, speech pathologists, solicitors, forensic scientists, vocational education teachers, customer service managers, archivists, economists, hydrogeologists, panel beaters, liquor licensing officers, town planners, human resource professionals, clerks, landscape architects, paramedics...

*... we are you.*



## Queensland Public Service Charter

The Public Service Charter is a statement of our commitment to the people of Queensland, their elected representatives and our colleagues for the way in which we carry out our daily duties, and play our part in securing a fairer, sustainable and better future for all Queenslanders.

### Our commitment to the Government

**We are responsive to the policies of the Government of the day. We provide objective, impartial advice.**

We recognise that the public service exists to give effect to the policies of the elected Government, regardless of its political complexion.

We realise that Government relies on the public service to provide it with objective, impartial advice, based on a thorough analysis of the available information.

We provide timely, clearly formulated options for matters under consideration, accurately represent the views of all interested parties and ensure our advice is properly supported by evidence.

We respect the Government's right to determine the public interest and refer issues of significance to the Government for decision on behalf of the people of Queensland. We will carry out the Government's decisions faithfully and impartially, having regard to its policies and priorities.

We maintain the confidentiality of the discussions that take place in the process of formulating the Government's position on specific matters and keep the Government informed of progress on the implementation of its decisions.

### Our commitment to the people of Queensland

**We continually seek ways to make it easier for the people of Queensland to do business with us. We seek to engage all Queenslanders in developing solutions to their issues.**

We strive to implement Government policy in ways that foster positive relationships with the people of Queensland. In delivering Government policy, we engage with the community to develop solutions together.

We regularly review our business processes to make it easier for all Queenslanders to do business with us, including exploring new and emerging technologies, making access to services and information easier and paying attention to community ideas and suggestions for service improvement.

We seek out creative approaches and develop partnerships with other levels of Government and organisations outside government to deliver the solutions that we agree upon.

We actively engage with the diversity of Queensland, and learn from experiences different from our own.



## Our commitment to a professional public service

**We work as one integrated service. We act with integrity, probity and high ethical standards at all times. We nurture a spirit of inquiry and innovation.**

We work as one integrated service, cooperating across agency boundaries to develop multi-agency programs to address complex issues. We will encourage mobility across agencies as a way to strengthen our capacity to understand the range of responses available.

We nurture a spirit of inquiry and innovation, value knowledge and learning and participate in the debate of ideas that is at the heart of good policy making. We will take up the challenge of the breakthrough thinking that is needed to address the complex problems that confront our society and we will never be content with saying "*but we've always done it that way*".

We act with integrity and probity and observe high ethical standards at all times. We demonstrate respect for the law and our system of government, administer the provisions of legislation and carry out the decisions of Government faithfully and impartially. We show respect for our clients and colleagues, by dealing with them fairly and courteously, and by respecting their rights as citizens and members of our society.

We will not use our public position improperly to influence others, or for personal benefit. We will disclose misconduct, fraud or corruption wherever we believe it to have occurred. We will respect information that we receive in confidence. We will exercise careful stewardship of public resources and observe the requirements of our agencies' Codes of Conduct. Our actions and behaviour will foster public trust and confidence in the integrity of the public service.

Queensland is a democratic society that values the wellbeing of all of its citizens. As citizens we share common rights and responsibilities that guide the way we live and interact with each other. Citizens elect our Parliament and Government to take leadership in addressing the issues which affect us all - to safeguard our environment, to secure justice and safety, to maintain infrastructure and social services, to educate our children, to provide health care, to support our economic wellbeing and most importantly to help bring us closer together as a community.

Our system of Government is based on the Westminster system, which establishes a formal chain of responsibility. The Public Service is accountable to the Government; the Government is responsible to the Parliament; and the Parliament, ultimately, is answerable to the people, in the form of the electorate.

The Queensland Public Service is the workforce which turns community priorities, as expressed through the democratic process, into realities.

It advises Government on policy matters and implements legislation and Government decisions. The Public Service is apolitical. It works for the Government of the day, accountable through a chain of command to Ministers. It plays this role no matter which political party is in Government, making a unique contribution and lasting difference to the character of our society.

The accountability of the Public Service is enshrined in legislation enacted by the Queensland Parliament. This legislation expresses the principles of governance, probity, ethical conduct and behaviour which guides Public Servants in the fulfilment of their roles. The legislation forms a framework within which Public Servants strive to achieve the highest standards of public administration.

The Public Service Charter builds on this commitment. It reaffirms that Queensland Public Servants will meet the highest standards of accountability, service and behaviour in all of their endeavours. It signals their aspirations for the future: their determination to be smarter, to better use systems, and to function more effectively - as an efficient, integrated Public Service that works together across structural and organisational boundaries.

