

# Finding the right outcome

The Public Interest Disclosure (PID) Scheme enables public officials to report wrongdoing in Commonwealth Government agencies and be protected from reprisal.

In some circumstances there may be better ways for a discloser to remedy a wrongdoing than through the PID Scheme. The PID Scheme is also, in general, not designed for the investigation of personal work-related conduct. This information sheet is intended to assist individuals to understand their options.

## Bullying, harassment or termination

If you are experiencing bullying or harassment, if you have been unfairly dismissed or if you have been subjected to adverse action at work, you may wish to contact the Fair Work Commission (FWC).

The FWC is an independent body which can resolve workplace disputes, including industrial disputes, through conciliation, mediation and in some cases tribunal hearings.

Website: [fwc.gov.au](http://fwc.gov.au)

Telephone: **1300 799 675**

*(Note: applications for some matters must be lodged within 14 days)*

## Discrimination and human rights

If you have experienced discrimination, harassment or bullying because of your sex, disability, race or age, or if you are concerned about a breach of human rights, you can complain to the Australian Human Rights Commission (AHRC).

The AHRC uses an informal conciliation process to resolve complaints. Outcomes may include an apology, reinstatement to a job, compensation or a change to policy.

Website: [humanrights.gov.au](http://humanrights.gov.au)

Telephone: **1300 656 419**

## Conditions and entitlements

If you believe your employer is under-paying you, or you are not receiving correct conditions or entitlements, the Fair Work Ombudsman (FWO) may be able to assist you.

The FWO provides employees and employers with information and education about compliance with Australia's workplace laws. It can also investigate suspected breaches of workplace laws, awards or agreements and orders made by the FWC.

Website: [fairwork.gov.au](http://fairwork.gov.au)

Telephone: **13 13 94**

### Contact us

[ombudsman.gov.au](http://ombudsman.gov.au)  
**1300 362 072**

GPO Box 442  
Canberra ACT 2601

### The Ombudsman has offices in:

- » **Adelaide**
- » **Brisbane**
- » **Canberra**
- » **Melbourne**
- » **Perth**
- » **Sydney**

## Review of employment action

If you are an employee of the Australian Public Service and disagree with an action taken in your workplace that has affected you personally, you may be able to apply for a review under the *Public Service Act 1999*. This includes review by your agency and/or the Merit Protection Commissioner (MPC).

The MPC can review a wide range of employment-related decisions and actions in the Australian Public Service, including code of conduct and performance management issues, bullying and harassment claims and some promotion decisions. Following a review, the MPC may be able to recommend your agency changes a decision or manages an issue in a different way.

The Parliamentary Service has similar review arrangements.

For more information see your agency's intranet or the MPC website: [mpc.gov.au](http://mpc.gov.au)

Telephone for inquiries to the MPC: **02 8239 5330**

## Code of conduct

If you have information about a breach of the Australian Public Service (APS) Code of Conduct, you can report this to the relevant agency or, if the conduct involves an agency head, to the Australian Public Service Commission (APSC).

The APS Code of Conduct sets the behavioural standards expected of APS employees. Agencies are required to have procedures in place for investigating suspected breaches.

Complaints about a breach of the Code can be made by anyone, including a private citizen.

For more information see the APSC website: [apsc.gov.au](http://apsc.gov.au), or you can contact **02 6202 3737** or [ethics@apsc.gov.au](mailto:ethics@apsc.gov.au)

## Public administration

If you are concerned about an unlawful or unreasonable action by a Commonwealth agency, which is not related to your employment, you can make a complaint to the Commonwealth Ombudsman.

The Ombudsman has broad jurisdiction to investigate maladministration in Commonwealth agencies and can make recommendations to agencies about improving their administration.

Website: [ombudsman.gov.au](http://ombudsman.gov.au)

Telephone: **1300 362 072**

## More information

You can access more information about the PID Scheme, including our information sheets and Guide to making a Public Interest Disclosure, on our website at [ombudsman.gov.au/complaints/public-interest-disclosure-whistleblowing/tools-and-resources](http://ombudsman.gov.au/complaints/public-interest-disclosure-whistleblowing/tools-and-resources).

If you would like to discuss your options, or learn more about how to make a PID, you can contact the Office's PID team at [pid@ombudsman.gov.au](mailto:pid@ombudsman.gov.au) or on **1300 362 072**.

---

Please note: This document is intended as a guide only. For this reason, the information should not be relied on as legal advice or regarded as a substitute for legal advice in individual cases. To the maximum extent permitted by the law, the Commonwealth Ombudsman is not liable to you for any loss or damage suffered as a result of reliance on this document. For the most up-to-date versions of cited Acts, please refer to the [Federal Register of Legislation](http://www.federalregister.gov.au).