



Briefing Note

Our ref [NR]
Your ref [NR]
Date [NR]

To [Not relevant]

Copy to [Not relevant]

Subject [Not relevant] Customer Service Centre

Background

[Not relevant] was [Not relevant] employed by the Department of Transport and Main Roads (TMR) in [Not relevant] Customer Service Officer ([NR]), Customer Services Branch (CSB). [Not relevant] was attached to the [Not relevant] Customer Service Centre [NR].

On [Not relevant], [Not relevant] Director, Client Service Delivery, [NR] ([Not relevant]) emailed [Not relevant] (Principal Human Resource Manager, Office of the General Manager, Customer Service Branch) who referred a briefing note and chronology of briefing note regarding [Not relevant] to the Ethical Standards Unit (ESU) concerning the alleged inappropriate activities of [NR].

The briefing note supplied by the [Not relevant] via [Not relevant] advised that there had been ongoing concerns in relation to [Not relevant] absences and work performance since commencing at the [Not relevant]. The management team were addressing the performance and attendance issues as well as [Not relevant] [Not relevant]

Part of the performance management process was that [NR] was required to present a medical certificate for each occurrence of [NR] leave [NR] accessed. Through this process there were concerns raised in relation to the validity of the certificates due to a number of anomalies that were observed on the medical certificates being presented by [NR]

On [Not relevant] also provided ESU with additional information including copies of medical certificates provided by [Not relevant]

Department of Transport and Main Roads

Enquiries Telephone [Not relevant]

Included was a sample of an authentic medical certificate showing the format of the medical certificate issued by the [Not relevant], which is where [NR] [NR] certificates were allegedly issued. [Not relevant]

[Not relevant]

Due to [NR] leave use patterns [Not relevant] was required to provide medical certificates when absent from work. A total of [] Medical certificates were presented by [NR] to the [NR] between [Not relevant]. In [NR] concerns were raised that the medical certificates received were flawed. After the medical certificates were reviewed by the Manager of [NR], the medical provider was contacted and it was confirmed that the medical certificates presented by [NR] were missing the medical provider numbers and the signature of the doctor on the medical certificate was not valid. [Not relevant]

[Not relevant]

[Not relevant]

On [Not relevant], ESU referred the matter to the Crime and Corruption Commission (CCC) for assessment, pursuant to Section 38 of the *Crime and Corruption Act 2001*.

On [Not relevant], the CCC, by way of Matters Assessed Report [NR], referred the matter back to ESU to deal with, after having assessed that the conduct of [NR] allegedly falsifying information on records, if proved, amount to corrupt conduct. The CCC also recommended that ESU refer the matter involving the possible criminal activity (forgery) the subject officer has engaged in, to the Queensland Police Service (QPS).

On [Not relevant], ESU referred the matter to the QPS for investigation. [NR]

[Not relevant]

[Not relevant]

The ESU has now finalised the investigation. It is now referred back to the decision-maker for a decision on a [Not relevant] disciplinary process as requested by the Customer Service Branch via email on [Not relevant]. You remain at liberty to seek advice from local Human Resources and or the Case Management Unit.

Should you require any further assistance in respect to this matter, please do not hesitate to contact me on mobile telephone [Not relevant]

[Not relevant]

Director (Ethical Standards)