



**OFFICE FOR
PUBLIC INTEGRITY**
SOUTH AUSTRALIA

STRATEGIC PLAN

2023 - 2027



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Level 1, 101 Grenfell Street, Adelaide

OUR PURPOSE

To receive complaints and reports about corruption, misconduct and maladministration in South Australia's public service and South Australia Police, and to promote and preserve integrity.

OUR VALUES

PROFESSIONALISM

Providing a professional service at all times and ensuring complaints and reports are dealt with respectfully, with discretion and to the highest standard.

OUR VALUES

COLLABORATION

Collaborating with both internal and external stakeholders to promote awareness and accountability within public administration.

ACCESSIBILITY

Ensuring our processes are accessible for all by reducing barriers and providing various ways in which to make a complaint or report.

RESILIENCE

A resilient and strong workforce which is responsive and adaptable.

OUR OBJECTIVES

OBJECTIVE 1 DEVELOP EDUCATION AND AWARENESS

- Educate the South Australian public service on reporting obligations under the *Independent Commission Against Corruption Act 2012* and the *Police Complaints and Discipline Act 2016*.
- Build relationships with significant stakeholders including SA Police, Ombudsman SA and ICAC to increase accountability and improve service delivery.
- Use data to identify areas in public administration which require targeted education on reporting corruption, maladministration and misconduct.
- Develop engagement strategies to target areas of low reporting.
- Design promotional material for distribution across the South Australian Public Sector.

OBJECTIVE 2 DELIVER AN ACCESSIBLE AND PROFESSIONAL SERVICE

- Discharge our legislative responsibilities to the highest standard.
- Provide accurate, prompt and helpful advice and information, which is easy to understand.
- Actively reduce contact barriers and explore additional options for contact through engagement with stakeholders.
- Tailor all communication to the audience to ensure information and material is easy to understand.
- Ensure internal performance indicators are set and reviewed to monitor that services provided are thorough and efficient.
- Develop guidelines, procedures and manuals for staff to ensure advice provided and assessments conducted are consistent and accurate.
- Enhance delivery of our phone service, through call monitoring and coaching.

OUR OBJECTIVES

OBJECTIVE 3 DEVELOP OUR PEOPLE

- Develop our internal capabilities to enable the OPI to meet business needs independently.
- Develop recruitment processes to attract highly skilled employees.
- Involve staff in decisions around operational and business processes, requesting feedback and consulting on proposed changes.
- Continue the work of the OPI Training Committee to identify training and wellbeing opportunities for staff to ensure the workforce is resilient and highly skilled.
- Ensure the availability of attractive and accessible performance development opportunities, including increasing internal promotion opportunities.
- Continue to develop processes and policies which enable staff to have flexible working options.
- Develop strategies in relation to retention and proactively plan for succession.

OBJECTIVE 4 CONTINUOUS IMPROVEMENT

- Invest in and maintain innovative technology and business processes that fit both customer and business needs.
- Continue to develop internal policies, procedures and guidelines.
- Improve data analytics to identify trends on corruption, maladministration and misconduct in public administration.
- Embed GDS21 compliance processes and become paperless.
- Improve case management system to better reflect the work of the office and the data output required.
- Actively identify opportunities for business and technological improvement
- Proactively identify budgetary and workforce gaps and possible solutions to address them.