

**Martin, Peter**

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**From:** Commissioner  
**Sent:** Monday, 11 November 2019 7:41 AM  
**Subject:** Message to all staff about Operation Impala

**Importance:** High



Dear colleagues

This morning, at 10am, I will give evidence to the Crime and Corruption Commission (CCC) as the first witness to as part of the public hearings to support Operation Impala. I recommend that if you are able, you should consider accessing the live stream of the hearings related to QCS today. A link to the live stream will be made available on the [CCC Operation Impala site](#).

The CCC has launched Operation Impala to examine the improper access and dissemination of confidential information by public sector agencies; QCS is one of seven agencies that are being examined through this process. Like Taskforce Flaxton, select senior witnesses from QCS have been called to give evidence to support the work of the CCC on this important matter.

I encourage you to familiarise yourself with the work of [Operation Impala](#) via the CCC website, and consider reading the [QCS submission](#) prepared in response to the [Terms of Reference](#) and Issues Paper.

You may recall our posture and approach to support the work of the CCC as we participated extensively in their important work on corruption and corruption-related risks within the custodial correctional environment.

Through Taskforce Flaxton, and later in Corrections 2030, we outlined a vision for QCS to become a future-focused, innovative and professional top-tier public safety agency. You will by now be familiar with the guiding principles of Corrections 2030, and how they are centred around safety, excellence, empowerment, respect and, importantly in terms of Operation Impala, accountability.

I truly believe we are well on the way to becoming a top-tier public safety agency that takes its responsibilities seriously, that is ethical, professional and treats all people with dignity and respect. Our reputation with the community, and the trust placed in us to perform our important roles is earned through continuous achievement, but can so easily be lost.

Every member of QCS has a great responsibility to be ethical, professional and prudent with the management of the private information entrusted to us. Everyday our officers are privy to significant quantities of records, confidential information and details about over 30,000 people in our custody and care; this is in addition to historical data we hold.

## CCC EXHIBIT

The people in our care are in the custody of the State and we have a corresponding obligation to deal with every person professionally, respectfully and humanely. By the very nature of their situation they do not exert full control over their own destiny – for these reasons it is all the more important to treat every person, their privacy and information with prudence and professionalism.

Every officer across QCS must ensure information is accessed, managed and used properly. The principles important to me are fundamentally:

- We only collect the information which we need and are authorised to do;
- We retain that information in ways that are appropriate and secure; and
- We keep confidential that information and use it in accordance with law and policy and in ways that are consistent with our mission which is around community safety.

Through Taskforce Flaxton we identified, with the assistance of the CCC, a number of key improvements to QCS operations to build our capability – and I am pleased to say that with the assistance of government we are well on the way to delivering our commitment to the 33 recommendations from that report.

I believe that the vast majority of our officers across QCS undertake their roles every day ethically and professionally. I appreciate the difficult work each of you perform, and the challenging environment and context in which it is undertaken.

Nevertheless, I have been quite clear since my commencement as Commissioner that there is no place in QCS for unethical behaviour.

I am grateful to the CCC for the opportunity to appear and to assist this important work.

Peter Martin APM  
Commissioner

A handwritten signature in blue ink, appearing to read 'Peter Martin', is written over a large, faint, circular watermark or stamp in the lower-left quadrant of the page.