

Office of the **Independent Assessor**

Annual Report 2024–25



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The Honourable Ann Leahy MP
Minister for Local Government and Water and
Minister for Fire, Disaster Recovery and Volunteers
1 William Street
BRISBANE QLD 4000

Dear Minister Leahy

I am pleased to submit for presentation to the Parliament,
the Annual Report for 2024–25 for the Office of the
Independent Assessor.

I certify that this Annual Report complies with the prescribed
requirements set out in section 150EB of the *Local
Government Act 2009*.

This report covers the period from 1 July 2024 to 30 June 2025.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Blagoev', with a stylized flourish at the end.

Bronwyn Blagoev
Independent Assessor
Office of the Independent Assessor



Message from the Independent Assessor

I am pleased to present the 2024–2025 Annual Report for the Office of the Independent Assessor (OIA).

This year, the OIA recorded an increase in complaints, exceeding 1,000 complaints for the first time since 2020–21. Despite the 15 per cent increase in matters compared to the previous year, the OIA maintained its performance standards, meeting all complaint handling timeframe targets. The increase in complaints correlates with the first full year of the councillors' term since the local government elections in 2024, mirroring a rise in complaints in the first-year post elections in 2020.

Importantly, the OIA continues to focus its efforts and resources on serious misconduct which is evidenced by the increased rate of complaints falling outside of our scope or threshold. In 2024–25, 81 per cent of all assessed complaints were dismissed or had no further action taken on assessment, this is an increase from 76 per cent in 2023–24. Approximately one in ten complaints progressed to a misconduct investigation, while around one per cent were referred to the Crime and Corruption Commission for suspected corrupt conduct. These figures demonstrate the OIA's approach to focusing resources where they are most needed.

The OIA is empowered to issue specific guidance to councillors and councils in lieu of more punitive measures. This mechanism has proven highly effective with the OIA issuing 67 recommendations to 52 individual councillors and two whole-of-council recommendations during the financial year. By addressing conduct issues early and constructively, we've been able to significantly reduce the financial and administrative burden on councils which would otherwise need to engage external contractors to investigate conduct breach matters.

This reform has also enabled us to scale up our capacity-building efforts, ensuring councillors receive timely and targeted support to improve their understanding of conduct obligations. Pleasingly, we are seeing the majority of councillors respond positively: remediating their conduct and continuing in their roles without further complaints. This outcome reflects the strength of our proactive and educative approach.

In 2024–25, the OIA operated under newly established target timeframes, supported by the introduction of third-party pauses. These pauses are designed to measure only the time taken by the OIA to complete its work, excluding periods where external parties, such as witnesses or legal representatives, are compiling information. This refinement has significantly improved the accuracy of time tracking, enhancing transparency and accountability across the complaints process. Under these revised benchmarks, the OIA now assesses complaints within an

average of 2.54 working days and completes investigations in 38 working days—well within the recommended timeframes of 60 working days for simple complaints and 160 working days for complex matters. The average time taken to complete natural justice processes for misconduct investigations is 3.6 months. These outcomes reflect a streamlined and responsive system, with the OIA remaining mindful of the impact that delays can have on subject councillors, complainants and other stakeholders.

The OIA continues to collaborate closely with the Department of Local Government, Water and Volunteers (DLGWV), the Local Government Association of Queensland (LGAQ), and Local Government Managers Australia (LGMA) to analyse complaint trends and identify areas for improvement. Regular engagement, supported by data and case studies, ensures that capacity-building efforts are well-targeted and responsive. This financial year, the OIA expanded its communications and engagement efforts through a raft of face-to-face opportunities including hosting a booth at the LGAQ Conference, undertaking tailored workshops, presentations and webinars and enhancing our communications with stakeholders. We launched a new LinkedIn page, continued quarterly publications of the OIA Insights and hosted regular CEO forums. Our engagement strategy is guided by a data-informed and collaborative approach, supported by monthly dashboards and regular discussions with key strategic partners.

I would like to acknowledge the important contributions of the Department, the LGAQ and LGMA in supporting the development and capacity of councillors and council staff across the state. Throughout the year, I have had the opportunity to work closely alongside these agencies to raise awareness of the OIA and how we carry out our responsibilities. Their collaborative efforts and support have been instrumental in strengthening the conduct framework and capacity building across local government.

I also want to recognise the dedication of the OIA team, who have worked with professionalism and purpose to manage an increasing volume of complaints while maintaining high standards of assessment and investigation. Their efforts have not only ensured timely and positive outcomes but have also helped reinforce our educative approach to complaint resolution. I am proud of the collaborative culture we continue to build, the support the team shows for one another and the professional commitment to promoting and upholding integrity across the local government sector.

Bronwyn Blagoev
Independent Assessor

01 About us

OUR VISION

Trust in the integrity of councillors.

OUR VALUES



CUSTOMERS FIRST



IDEAS INTO ACTION



UNLEASH POTENTIAL



EMPOWER PEOPLE



BE COURAGEOUS

WHAT WE DO

The Office of the Independent Assessor (OIA) undertakes the initial assessment of all complaints about councillor conduct in Queensland, ensuring the process remains transparent and accountable.

Complaints assessed as a suspected conduct breach may be referred to the relevant local government for resolution. Complaints assessed as alleged misconduct may be investigated by the OIA and may, following a natural justice process, be referred to the independent Councillor Conduct Tribunal (CCT) to decide. Complaints assessed as corrupt conduct are referred to the Crime and Corruption Commission (CCC).

The OIA contributes to the state government's objectives of 'A better lifestyle through a stronger economy' and 'Planning for Queensland's future' by:

- ▶ delivering an efficient and trusted councillor complaints framework that is balanced, timely, efficient and consistent
- ▶ strategically enhancing councillor integrity by collaborating with key stakeholders to support them to build capacity and foster a culture of accountability and ethical practice in local government.

01 About us

Oversight

The Local Government, Small Business and Customer Service Committee is responsible for overseeing, monitoring and reviewing the performance of the Independent Assessor (IA).

On 19 February 2025, representatives from the OIA attended a public hearing before the Committee.

Legislation

The *Local Government (Councillor Complaints) and Other Legislation Amendment Act 2018* established the OIA to manage councillor conduct complaints and set out the legislative framework for the councillor conduct complaints system.

On 30 March 2020, provisions in the *Local Government Electoral (Implementing Stage 2 of Belcarra) and Other Legislation Amendment Bill 2019* added the Brisbane City Council (BCC) into the OIA's jurisdiction.

On 22 November 2023, provisions in the *Local Government (Councillor Conduct) and Other Legislation Amendment Act* (the Amendment Act) made several amendments to the councillor conduct complaints system to enhance its efficiency and effectiveness. These included:

- ▶ introducing a preliminary assessment process so insubstantial conduct matters are 'closed out' as early as possible
- ▶ establishing statutory limitation periods for when complaints, notices or referrals must be made to the IA
- ▶ replacing the term 'inappropriate conduct' with 'conduct breach'
- ▶ limiting the application of the complaints system to councillors' conduct in their official capacity, and to sitting councillors (except where their conduct is suspected corrupt conduct).

The OIA's remit covers all councillors from Queensland's 77 local governments.

Human Rights Act 2019

The OIA complies with the requirements of the *Human Rights Act 2019* (HR Act) and respects, protects and promotes human rights in its decision-making and actions.

To further the objectives of the HR Act and to ensure the OIA's policies, procedures and practices are compatible, the OIA:

- ▶ acts and makes decisions in a way which is compatible with human rights
- ▶ considers and refers to the HR Act at key decision points
- ▶ raises awareness of the HR Act among OIA staff
- ▶ promotes compliance with the HR Act by OIA staff.

Machinery-of-government changes

Machinery-of-government changes came into effect on 1 November 2025. The following table outlines the OIA's reporting arrangements for the 2024–25 financial year.

Minister timeline

1 July 2024 – 31 October 2024

Minister for Housing, Local Government and Planning and Minister for Public Works

1 November 2025 – 30 June 2025

Minister for Local Government and Water and Minister for Fire, Disaster Recovery and Volunteers

Operating environment

The OIA works with its key stakeholders including members of the community, councillors and staff from Queensland's 77 local governments, officers from the DLGWV, and peak bodies including the LGAQ and LGMA.

The OIA also engages with the CCC, Queensland Civil and Administrative Tribunal (QCAT), Queensland Integrity Commissioner, Queensland Audit Office, Queensland Electoral Commissioner and Queensland Ombudsman.

OIA financial and non-financial performance information

OIA financial information is published in the 2024–25 Department of Local Government, Water and Volunteers Annual Report.

OIA non-financial performance information based on the Service Delivery Statement is also in the 2024–25 Department of Local Government, Water and Volunteers Annual Report.

Organisational structure

The OIA is funded for 19 permanent full-time equivalent (FTE) positions.

The OIA receives support from the DLGWV for human resources, finance, communications, information technology and procurement.

ORGANISATIONAL CHART



*Temporary role

02 Complaints and notifications

2024–25
COMPLAINT
SNAPSHOT

RECEIVED

1,008

(15% increase on 2023/24)

ALLEGATIONS

1,106

SINCE ESTABLISHMENT

6,593

48%

from the public
(3% decrease on 2023/24)

46%

from local government sector
(5% increase on 2023/24)

45%

of councillors have had a
complaint made against them

17%

anonymous complaints

The OIA has received 6,593 complaints about councillor conduct since it was established on 3 December 2018 to 30 June 2025.

The OIA has received 6,593 complaints about councillor conduct since it was established on 3 December 2018 to 30 June 2025.

In 2024–25, the OIA received 1,008 complaints or notifications containing 1,106 separate allegations. This represents a 15 per cent increase in the number of complaints or notifications received compared with 2023–24 where 878 complaints or notifications were received. Since establishment, the OIA has consistently received on average 1,000 complaints or notifications each year.

Complaints and notifications may allege that a councillor has engaged in a conduct breach, misconduct or corrupt conduct.

Under the OIA's broad discretion, complaints or notifications are dismissed on assessment or subject to no further action if they:

- ▶ are out of jurisdiction
- ▶ are not a conduct breach or misconduct
- ▶ contain insufficient information for a proper assessment
- ▶ are not a justifiable use of resources
- ▶ are not in the public interest
- ▶ are improper, that is, vexatious or frivolous.

In addition, the passage of the *Local Government (Councillor Conduct) and Other Legislation Amendment Act 2023* (The Amendment Act), introduced amendments

that allowed for complaints about former councillors and historic complaints that are not corrupt conduct to also be dismissed on assessment. The amendments also provide a process for the IA to recommend measures such as training to avoid unnecessary public expense.

Complaints or notifications assessed as possible misconduct may be investigated by the OIA and may, following a natural justice process, be referred to the CCT to decide.

Under the legislation, complaints assessed as a conduct breach may be referred back to local government for investigation and decision. Those assessed as corrupt conduct are referred to the CCC.

Complaint volumes

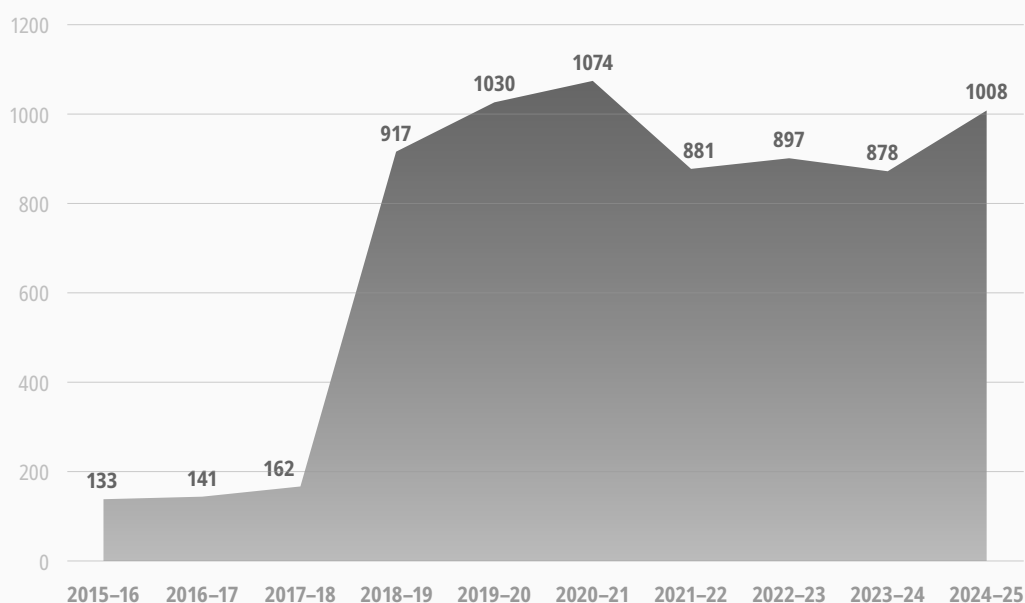
The previous councillor conduct model placed council Chief Executive Officers (CEOs) in the difficult position of receiving and assessing complaints against their employers. With the establishment of the OIA, that responsibility shifted from CEOs to the OIA.

The surge in complaints since the establishment of the OIA is likely because of the introduction of mandatory reporting for CEOs and councillors in 2018, previous under-reporting of complaints, and increased confidence in a complaints process that is independent of councils.

03 Complaints and notifications

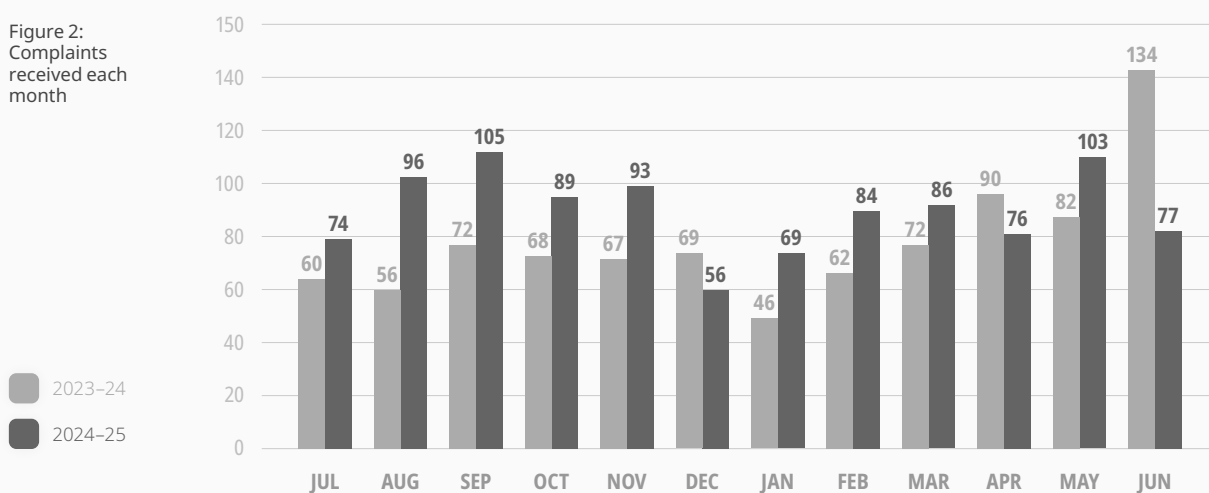
This graph depicts the number of complaints lodged with the OIA since it was established on 3 December 2018 and the volume of complaints prior to that with the department responsible for local government.

Figure 1:
Complaint
volumes per year



The below graph indicates complaints received each month last financial year, compared with months during 2023–24. The graph demonstrates a relatively consistent number of complaints being received by the OIA, averaging 84 complaints received per month in 2024–25.

Figure 2:
Complaints
received each
month



Source of complaints

The source of complaints to the OIA in 2024–25 were:

- ▶ 48% from members of the public
- ▶ 46% from the local government sector including CEOs, councillors, councillor self-referrals and council staff
- ▶ 1% referred by the CCC
- ▶ 0.5% initiated by the IA
- ▶ 4.5% from other sources including other government departments.

While the proportion of complaints originating from members of the public was down three per cent in 2024–25 compared with 2023–24, there was a five per cent increase in the proportion of complaints coming from the local government sector.

Councillors referring their own conduct increased this year to 16 self-referrals, up from six in the previous financial year.

Complaints or notifications from one councillor about the conduct of another councillor climbed to 21 per cent of all complaints or notifications received, from 14 per cent in 2023–24. This outcome is similar to the 2022–23 financial year where complaints and notifications of this nature accounted for 22 per cent.

This data reflects mandatory reporting obligations for local government officials under sections 150P and 150R of the LG Act.

Complaints were made against 260 different councillors in 2024–25, representing 45 per cent of the 578 councillor cohort across Queensland. Importantly, this statistic includes complaints where all or multiple councillors from a particular council are listed as the subject councillor.

The OIA received no complaints relating to councillors from 16 councils.

Anonymous complaints

In 2024–25, the OIA received 174 anonymous complaints which accounted for 17 per cent of all complaints received. While this is 24 more anonymous complaints than received in 2023–24, generally, the rate of anonymous complaints has remained consistent for the past five financial years.

The outcomes of anonymous complaints in 2024–25 include:

- ▶ 148 dismissed or NFA on assessment (85%)
- ▶ 17 investigated (10%)
- ▶ 3 referred to the CCC
- ▶ 0 referred to councils as potential conduct breach
- ▶ 0 progressed to CCT.

Of the 17 anonymous complaints that were investigated, 10 were dismissed at the end of the investigation, two complaints resulted in statutory recommendations issued to councillors and four complaints remained under investigation as of 30 June 2025. One complaint was referred to the CCC.

Historically, many anonymous complaints concerned First Nations councils where, in small communities, there is an increased fear of reprisal or conflict. In 2024–25, the overall anonymous complaints rate relating to First Nations councils was 38 per cent, down slightly from 44 per cent in 2023–24.

Independent Assessor initiated complaints

Under the LG Act, the IA may initiate investigations. The IA commenced six own-motion complaints in 2024–25. This is an increase from one own-motion complaint in 2023–24 but less than 2022–23 when there were 12 own-motion complaints.

Impact on corruption complaints

In 2024–25 the OIA referred 15 complaints to the CCC, about one per cent of all complaints for the year.

In 2024–25, the CCC received 428 complaints related to the local government sector, which was an eight per cent increase on the previous year. The complaints contained 710 allegations, a 20 per cent decrease from 2023–24.

03 Assessment

2024–25
ASSESSMENT
SNAPSHOT

1,042

complaints assessed
(24% increase on 2024/25)

2.54 DAYS

average time to assess complaints

99%

complaints assessed
within 7 days

81%

complaints dismissed or
NFA on assessment

69

statutory recommendations
issued for training or
intervention

12

vexatious complainant
warnings issued

OIA assessment

In 2024–25, the OIA assessed 1,042 complaints, representing a 24 per cent increase compared to the previous financial year. This figure includes complaints received in 2023–24 that were assessed during the current reporting period. Despite the rise in volume, the OIA maintained strong performance, assessing complaints within an average of 2.54 working days, inclusive of third-party pauses. Overall, 99 per cent of all assessments were completed within the target timeframe of seven working days, reflecting the OIA's commitment to timely and efficient complaint management.

Statutory limitation periods

A complaint, notice or information about the conduct of a councillor must be made or given to the IA:

- ▶ within one year after the conduct occurred; or
- ▶ within six months after the conduct comes to the knowledge of the person who made the complaint or gave the information or notice, but within two years after the conduct occurred.

Where a complaint is assessed as a conduct breach, the IA may dismiss the complaint or take no further action if at least six months have elapsed since the conduct the subject of the complaint occurred and it would not be in the public interest to take action.

How complaints are assessed

The OIA undertakes a robust assessment process and assesses each complaint on its individual circumstances. The Amendment Act introduced a formal preliminary assessment process for the OIA, significantly enhancing the efficiency and consistency of complaint handling. The IA is required to conduct a preliminary assessment of all complaints, notices, and information received about councillor conduct whether submitted directly, notified by councils or provided under section 150AF(3). This process ensures that each matter is considered against clearly defined criteria.

Importantly, the legislation specifies the factors the IA must consider when deciding whether to dismiss a complaint or take no further action.

These include whether pursuing the matter would be in the public interest or a justifiable use of resources. The Act also enables the OIA to take no further action where the conduct is already being, or may be, addressed by another entity, such as the Crime and Corruption Commission or the Queensland Police Service. These provisions are critical in ensuring that the OIA's resources are focused on serious misconduct and that duplication across agencies is avoided.

The Amendment Act specifies the IA must dismiss or take no further action for complaints that fall within the following categories:

- ▶ Dealing with the complaint would not be in the public interest.
- ▶ The complaint was made outside the statutory timeframes.
- ▶ The alleged conduct engaged in, was compliant with a guideline made by the department's chief executive.
- ▶ The alleged conduct occurred solely in a personal capacity, unless suspected corrupt conduct.
- ▶ The conduct is clearly not misconduct or a conduct breach.
- ▶ The office of the councillor is vacated, unless suspected corrupt conduct.
- ▶ The complainant is subject to a vexatious complaint declaration and the complaint is not permitted under a condition of the declaration.

The IA may dismiss or take no further action for complaints that fall into the following categories:

- ▶ The conduct has been or may be dealt with by another entity.
- ▶ The complaint is vexatious, frivolous, not made in good faith or lacks substance.
- ▶ Dealing with the complaint would be an unjustifiable use of resources.
- ▶ For alleged conduct breaches, greater than six months has expired since the conduct occurred.
- ▶ There is insufficient information to properly assess the alleged conduct.

03 Assessment

CONDUCT EXAMPLES

Conduct breach

Conduct that breaches a behavioural standard or a policy, procedure or resolution of the local government.

EXAMPLE

Breach of a council's media policy or disrespectful behaviour towards another councillor or member of the public.

Misconduct

Conduct that breaches the misconduct provisions in the LG Act (section 150L of the LG Act).

EXAMPLE

Failing to declare a conflict of interest or influencing council decision makers when a councillor is conflicted.

Corrupt conduct

Conduct that may be a criminal offence or disciplinary matters which may result in termination as a councillor.

EXAMPLE

Fraud and theft, misuse of council information for a benefit, secret commissions, abuse of office.

If none of the above considerations apply, the IA must decide:

- ▶ if a conduct breach is reasonably suspected, to refer the conduct to the local government to deal with;
- ▶ to investigate the conduct of the councillor; or
- ▶ not to deal with the complaint and make any recommendation the IA considers appropriate including, for example, that the councillor attend training, counselling or mediation.

It is important that the IA takes a holistic and contextual approach when assessing complaints. Section 150SD of the LG Act allows for the Assessor to consider any relevant reasons or factors surrounding the conduct in question. This includes, for example, whether the councillor has undertaken any training related to the conduct, or whether the conduct may be influenced by the councillor's Aboriginal traditions or Island customs. These considerations ensure that assessments are fair, culturally informed, and reflective of the broader circumstances in which the conduct occurred.

Whether there is a public interest in a matter proceeding is considered at all stages of the process regardless of whether the complaint or notification has come from a member of the public or a local government official.

When the OIA assesses a complaint or notification, it also considers whether:

- ▶ it raises either potential conduct breach, misconduct or corrupt conduct
- ▶ it should be dismissed or the subject of no further action for reasons outlined in section 150X or 150Y of the LG Act
- ▶ an allegation of conduct breach should be referred back to a local government
- ▶ it should be investigated as potential misconduct
- ▶ it must be referred to the CCC as it raises a reasonable suspicion of corrupt conduct on the part of a councillor
- ▶ a human right or rights are raised
- ▶ the complaint or notification was made by a public interest discloser and steps are required under the *Public Interest Disclosure Act 2010* and the OIA's public interest disclosure policy¹.

¹ OIA public interest disclosure policy is available at www.oia.qld.gov.au

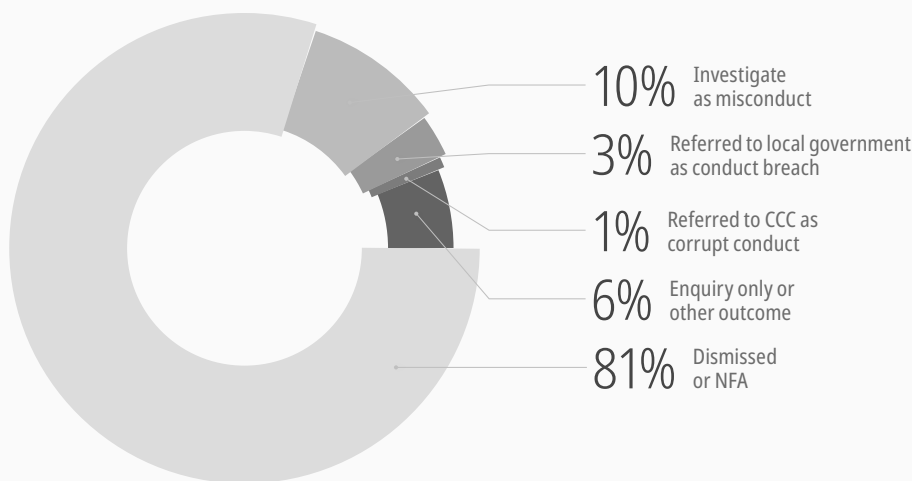


Figure 3:
Graph of
Assessment
outcomes 2024–25

Dismissed or no further action

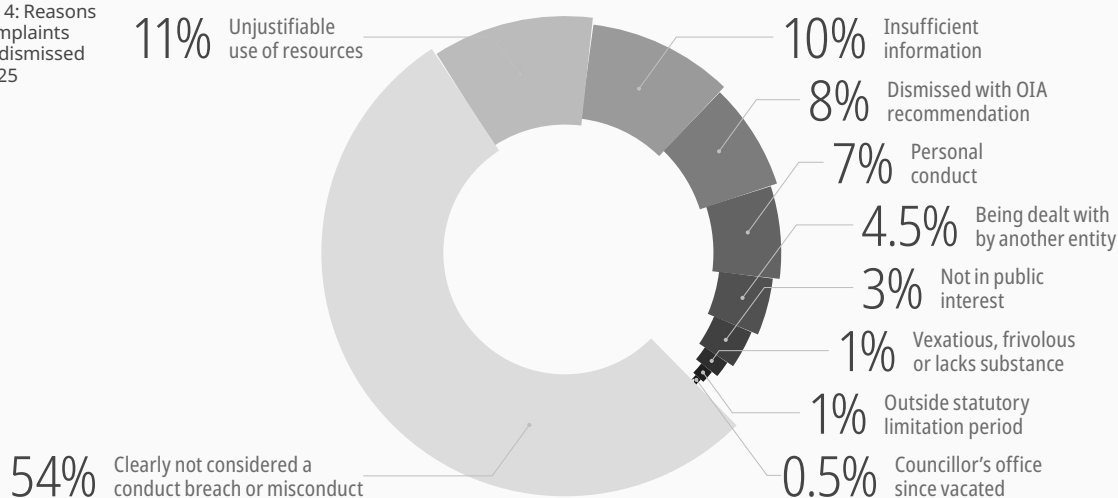
In 2024–25 a total of 849 complaints, or 81 per cent of all complaints assessed, were dismissed or recorded as no further action (NFA). This figure represents a sustained year-on-year increase since reforms came into effect in November 2023. In 2023–24, 76 per cent of complaints were dismissed or recorded as NFA, up from 65 per cent in 2022–23. The ability to dismiss complaints as not a justifiable use of resources or not in the public interest provides a means to manage investigation work volumes and ensure that the OIA's finite resources are focussed on those investigations and disciplinary matters where there is a public interest in advancing.

The OIA has consistently dismissed complaints as not in the public interest under section 150X or, not a justifiable use of resources under section 150Y, in the following circumstances:

- ▶ For new inexperienced councillors, a three-month amnesty for low-level misconduct has been provided to allow time for councillors to be trained in their new roles.
- ▶ Where the councillor has obtained legal advice before the conduct and followed that advice in good faith and produces a copy of that advice.
- ▶ Where legislation has changed but the councillor has not had the opportunity to receive training.
- ▶ Where the councillor is facing more serious issues such as criminal charges for drink driving as the matter is best handled by the Queensland Police Service.
- ▶ Failures to update registers of interests where the period of time the register was inaccurate was limited and the interest omitted was not significant and the councillor has since updated the register.
- ▶ Where a councillor self-refers for relatively minor conduct and demonstrates insight, particularly if the councillor is inexperienced.

03 Assessment

Figure 4: Reasons for complaints being dismissed 2024–25



Statutory recommendations

The OIA has flexibility to resolve complaints in a way that builds capacity, rather than focusses on a prosecution before the CCT.

The OIA is able to issue statutory recommendations directly to councillors, rather than pursuing formal investigations of lower-level conduct matters.

This approach allows councillors to address concerns through targeted interventions such as training or counselling, without the need for council-led investigations. It also provides clarity on legislative expectations and can reduce associated costs.

The OIA uses statutory recommendations as an initial step in an escalation process, giving councillors the opportunity to modify their behaviour before more formal actions are considered.

Since the legislative changes, the OIA has issued 96 recommendations to 71 individual councillors and five council-wide recommendations.

In the 2024–25 financial year, 67 recommendations were issued to 52 councillors, with two council-wide recommendations.

Examples of the types of recommendations made include:

- ▶ councillor refamiliarises themselves with the Code of Conduct or a council policy
- ▶ councillor attends conflict of interest training delivered by the department
- ▶ councillor undertakes training from council CEO on a specific topic
- ▶ councillor corrects the public record on social media or issues a public apology
- ▶ councillor corrects their Register of Interest.

The results of the recommendations have been positive with 80 per cent of subject councillors only receiving one recommendation, suggesting limited recurrence of similar complaints. Twelve per cent received two recommendations, and eight per cent received three or more.

The framework now places greater emphasis on capacity building and aims to reduce complaint volumes.

While the recommendations are not mandatory, the OIA will continue to monitor their effectiveness in supporting behavioural change and improving outcomes across the local government sector.

Vexatious or improper complaints

The OIA has a responsibility to address unacceptable complaint conduct.

To ensure that councillors are provided due process and to uphold the efficacy of the councillor conduct framework, it is necessary for the IA to be provided adequate means by which to manage improper complaint behaviour.

To achieve this, the IA has two processes available under the LG Act to deal with vexatious complaints:

- ▶ commence a statutory prosecution under section 150AV or 150R(3) of the LG Act; and/or
- ▶ undertake a statutory process to make a ‘vexatious complainant’ declaration under section 150AWA of the LG Act.

In 2024–25, the OIA declared one complainant as vexatious—the first time since new reforms were introduced under section 150AWA of the LG Act. The OIA also issued 12 vexatious warnings to complainants and dismissed 14 complaints as either being vexatious or lacking substance.

It is important to note that the OIA will not consider a complaint to be vexatious if it raises a reasonable suspicion of councillor conduct.

The OIA also notes that councillors and CEOs have mandatory statutory obligations to report complaints or information ‘indicating a councillor may have engaged in conduct that would be inappropriate conduct or misconduct’ (sections 150P and 150R). As such, it is important that councillors and CEOs feel comfortable and safe to comply with this mandatory requirement, a consequence being that it can be difficult to declare such complaints as vexatious.

Conduct breach

Under legislation, the OIA does not have the authority to investigate suspected conduct breaches by councillors. These complaints or notifications may be referred to the relevant local government for investigation and for councillors to decide. Only if the complaint is tied to alleged misconduct can the OIA investigate.

Where a complaint is assessed as a potential conduct breach, the OIA may decide not to refer the matter to the local government and to take no further action under section 150SD of the LG Act. In many instances these matters are very minor in nature and would present an unjustifiable use of resources for local governments to investigate. The OIA is conscious of the cost for local governments in having these matters investigated and will typically only refer more serious instances of a conduct breach to a local government.

In 2024–2025, 22 matters (33 complaints) or three per cent of all complaints assessed were referred to local governments to deal with. This is a small percentage of all complaints assessed and reflects the intention of the OIA to only refer more serious conduct breach matters to local government, reflecting the significant resource impact this can have on a local government.

Conduct breach matters are discussed further in Chapter 4.

03 Assessment

Misconduct

Complaints or notifications that raise a reasonable suspicion of misconduct at the time of assessment may be investigated by the OIA. Before a matter is investigated, the OIA must be satisfied that it is in the public interest to proceed.

In 2024–25, 101 complaints or notifications (10 per cent of all matters assessed including matters from previous years) became OIA misconduct investigations. This is down from 16 per cent in 2023–24, reflecting the OIA's application of a higher threshold for initiating investigations, in line with changes introduced by the Amendment Act.

Misconduct investigations are explored in Chapter 5.

Corrupt conduct

The IA must notify the CCC if a complaint or information involves, or may involve, suspected corrupt conduct.

In 2024–25, 15 matters or one per cent of all complaints involved suspected corrupt conduct by a councillor and were referred to the CCC. This is significantly lower than in 2023–24 where 34 matters or four per cent of all complaints involved suspected corrupt conduct.

Under section 40 of the *Crime and Corruption Act 2001* (CC Act), the OIA has a complaint-handling agreement that allows the OIA to immediately commence investigating agreed categories of corrupt conduct without first referring the matter to the CCC. The OIA then provides a monthly schedule to the CCC and it can take responsibility for a case at its discretion.

During 2024–25 the OIA reported one suspected corrupt conduct complaint file to the CCC under section 40 schedule of the CC Act. In 2022–23 the OIA referred no suspected corrupt conduct complaint files to the CCC under the CC Act.

Review of assessment decisions

Consistent with best practice complaint management² the OIA offers an internal review of an assessment decision to dismiss or take no further action on a complaint. Requests for review must be made within 30 calendar days from the date of the outcome advice.

In 2024–25, the OIA received 34 requests for internal review of assessment decisions. One request was not progressed, as the Independent Assessor was the final decision-maker in that matter. Of the remaining reviews, 30 decisions were upheld. In three cases, the original dismissal was maintained but reclassified under a different category, such as being deemed an unjustifiable use of resources to pursue further.

Internal reviews are carried out by the Independent Assessor.

Under the *Public Sector Act 2022*, the OIA is required to publish details of customer complaints. This includes complaints about decisions made which may include requests for an internal review of an assessment decision. In 2024–25, the OIA had one customer service complaint recorded.

² AS/NZS 10002:2014 Australian/New Zealand Standard Guidelines for complaint management in organisations.

04 Conduct Breach

2024–25
COMPLAINT
SNAPSHOT

499

complaints alleging conduct breach
(49.5% of all complaints received)

471

Conduct breach complaints
were dismissed or NFA
(94% of all conduct breach complaints)

22

matters referred back
to seven councils to deal
with (3% of all complaints)

A conduct breach occurs when a councillor breaches a behavioural standard or a local government policy, procedure or resolution.

In 2024–25, the OIA received 499 complaints or notifications alleging a conduct breach by a councillor, accounting for 49.5 per cent of all complaints lodged.

Of the complaints alleging a conduct breach, 94 per cent (471 complaints) were dismissed or had no further action taken. This figure includes if a statutory recommendation was issued in lieu of progressing the matter further.

The OIA does not have the power to investigate a conduct breach unless it is closely tied to alleged misconduct. However, the OIA does assess complaints of a conduct breach and has the ability under section 150SD of the LG Act to dismiss the complaint or take no further action with respect to the complaint, in the same way as it can do so for complaints assessed as misconduct.

Where the OIA believes there are public interest grounds for taking further action with respect to a complaint assessed as a conduct breach, it will refer the complaint to the relevant local government to deal with. Each local government must adopt an investigation policy about how it will deal with such referrals.

Referrals to local governments

In 2024–25, the OIA referred 22 matters to seven councils for investigation, representing approximately three per cent of all complaints or notifications received. While this marks an increase from 18 complaints referred in 2023–24, it remains significantly lower than the 57 complaints referred in 2022–23.

The OIA recognises the resource burden these investigations place on local governments, particularly when the conduct in question is minor. The OIA adopts an escalation process for conduct breach matters, where less serious complaints are initially addressed through advice, written warnings, or statutory recommendations for training. If similar conduct persists, the matter may then be escalated to a referral to the relevant local government.

When deciding whether to refer a matter to a local government or take no further action, the OIA considers the overall public interest.

Factors taken into account include, but are not limited to:

- ▶ the seriousness and nature of the alleged conduct
- ▶ whether the councillor has a history of similar complaints or findings
- ▶ the potential impact on public confidence in local government
- ▶ whether the matter is better addressed through education or guidance
- ▶ the proportionality of the response relative to the conduct.

04 Conduct Breach

In the majority of cases, suspected conduct breaches are only referred to the local government after other avenues of intervention such as correspondence, meetings and statutory recommendations for training and mediation have been exhausted.

Examples of conduct breach complaints referred to councils in 2024–25:

- ▶ A councillor was found to have engaged in multiple conduct breaches after several incidents of inappropriate behaviour towards council staff.
- ▶ A mayor was found to have engaged in a conduct breach by posting social media material which was considered false and misleading and disrespectful to fellow councillors.
- ▶ A councillor allegedly sent defamatory emails to fellow councillors about senior executive members, harming their character.
- ▶ A councillor breached a council policy by gifting gala tickets to friends. He was ordered to reimburse the cost of the tickets.
- ▶ A councillor breached the Code of Conduct by involving themselves in operational activities, sending inappropriate emails to council staff.

From the 33 complaints (22 matters) referred to local governments:

- ▶ 10 (30%) of these complaints were dealt with by councils in the financial year.
- ▶ 23 (70%) of these complaints were not dealt with or reported to the OIA as at 30 June 2025.
- ▶ Seven complaints were sustained and two were not sustained.
- ▶ One complaint was withdrawn.

Local governments are required under section 150AHA of the LG Act to provide the OIA with notice if they decide not to start or continue with an investigation about a conduct breach. Notice must also be given when a decision has been made about whether a councillor has engaged in a conduct breach (and any applicable penalty imposed).

Councillors' use of social media

In the 2024–25, the OIA received 126 complaints concerning councillors' use of social media, accounting for 13 per cent of all complaints received during the period and a high proportion of conduct breach allegations. This was a notable increase from 2023–24 where 77 complaints related to social media. Recognising this as a recurring issue early on, the OIA took proactive steps to address concerns, particularly around the effective moderation of councillors' official social media accounts, an area identified as an ongoing challenge for councillors.

To reduce the risk of councillors receiving further complaints and to ensure they were meeting their obligations under the Code of Conduct, the OIA delivered targeted guidance through articles, presentations, over the phone discussions and written email advice. The LGAQ also partnered with the OIA to host two webinars focused on councillors' responsibilities in moderating online content and managing adverse behaviour. These sessions were well-received, with positive feedback highlighting the value of the partnership and the practical support provided.

05 Investigations

2024–25
INVESTIGATIONS
SNAPSHOT

102

misconduct investigations
completed

10%

of complaints assessed
became misconduct
investigations

17%

of investigations relate
to register of interests

20

active investigations
as of 30 June 2025

38 DAYS

average time to complete
an investigation

The OIA undertakes an investigation when a complaint or notification raises a reasonable suspicion of misconduct or further inquiries are necessary to determine this.

Where there are public interest reasons for doing so, the Independent Assessor may decide to investigate a complaint.

This occurs when the IA has chosen not to deal with a complaint in another way, for example by recommending a councillor attend training or mediation.

Investigation timeframes

Since establishment, 1,437 complaints, or 22 per cent of all complaints or notifications, have been investigated.

During 2024–25, the OIA completed 102 misconduct investigations, including matters from the previous financial year. This is less than in previous years (147 in 2023–24 and 205 in 2022–23). At 30 June 2025, there were 20 active investigations remaining, down from 21 in 2023–24 and 34 in 2022–23.

As at 30 June 2025, the average time taken to undertake an investigation into a complaint was 38 working days.

With an emphasis on investigating more serious complaints, it is inevitable that each of those investigations will take slightly longer than a simpler complaint.

The below table depicts the age of outstanding investigations at 30 June of each year.

Timeframe	2022–23	2023–24	2024–25
0–3 months	25	16	11
3–6 months	2	5	6
6–12 months	0	0	0
12+ months	0	0	0
On hold investigations	7	0	3
Total	34	21	20

Table 1:
Timeframes for
complaints under
investigation as
at 30 June of each
financial year

05 Investigations

Types of investigations

The top five categories of alleged misconduct investigated by the OIA in 2024–25 were:

- ▶ Register of interest (17%)
- ▶ Breach of Code of Conduct (17%)
- ▶ Non-compliance with an act (15%)
- ▶ Release of confidential information (12%)
- ▶ Declarable conflict of interest (11%).

During the financial year, complaints related to registers of interest was the most common misconduct investigation category, accounting for 17 per cent of all cases. These investigations typically involved allegations of omissions or inaccuracies in a councillor's register of interest, which were often corrected following OIA inquiries.

Conflicts of interests remains a primary area of focus for the OIA, with the agency receiving 117 complaints or notifications relating to the issue in 2024–25. These complaints related to 99 unique councillors across Queensland. The OIA commenced 24 investigations which related to conflicts of interests, declarable conflicts of interests or prescribed conflict of interests. When councillors fail to properly manage conflicts, it can undermine transparency, fairness, and accountability in council processes.

Although breaches of the Code of Conduct are generally outside the OIA's investigative scope, there are instances where such complaints are reclassified from misconduct to suspected conduct breach after the matter has been investigated. In some cases, the LG Act allows the OIA to investigate conduct breaches if they are linked to a misconduct complaint, or if a council has resolved that future breaches by a particular councillor should be treated as misconduct. This financial year, 17 per cent of misconduct investigations related to allegations aligned more closely with a Code of Conduct breach.

In 2023–24, the unauthorised release of information was the most frequent type of misconduct investigation, comprising 15 per cent of cases. This year, that figure has declined to 12 per cent.

Notices issued

The LG Act under Chapter 5A, Part 4 provides investigation and enforcement powers to the OIA. The following powers were exercised in 2024–25:

- ▶ Section 150CH allows investigators to request information that is reasonably necessary to investigate a councillor's conduct: 57 notices issued (down from 62 in 2023–24).
- ▶ Section 150CJ notices require the attendance of a person at an interview with investigators: 40 notices issued (up from 15 in 2023–24).
- ▶ Section 150CK states that the person's attendance at an interview or the information provided is confidential, as is the notice itself. This is issued when it is reasonably believed to be necessary to ensure the investigation is carried out confidentially or to prevent the commission of an offence: 16 notices issued (up from seven in 2023–24).

Search warrants

An OIA investigator is able to apply for a search warrant under section 150BN where there are reasonable grounds for suspecting that there is evidence of a conduct offence at a place.

No search warrants were issued in 2024–25.

Complex complaint investigations

The OIA applies adjusted timeframe benchmarks for complaints classified as complex. While straightforward complaints are expected to be investigated within 60 working days, complex matters are allowed up to 160 working days for completion. These typically involve external agency engagement, such as with the Crime and Corruption Commission, or relate to interlinked complaints across multiple files, require significant travel, or involve the issuing of multiple notices.

In 2024–25, the OIA commenced 34 complex investigations and finalised 23, with several matters still under active investigation at the end of the financial year.

Review of completed misconduct investigations

At the conclusion of a misconduct investigation all matters are reviewed by an OIA multi-disciplinary group which includes the Independent Assessor and the Deputy Independent Assessor. If the matter does not meet the threshold of reasonable satisfaction that misconduct has occurred, the complaint is either dismissed, a recommendation is issued or no further action is taken.

Where reasonable satisfaction of misconduct is reached, the matter may proceed to the natural justice phase, during which it is further assessed by the OIA's internal legal team. This stage of the complaints management process is outlined in more detail in Chapter 6.

06 Natural Justice

2024–25
NATURAL
JUSTICE
SNAPSHOT

11

misconduct complaints or notifications
referred for natural justice process

4

misconduct applications
referred to the CCT

At the end of an OIA investigation, if there is a reasonable satisfaction of misconduct and a public interest, the matter will progress to a natural justice process.

In 2024–25, 11 misconduct complaints or notifications concerning seven councillors and 15 allegations were referred to OIA legal to undertake this process. This represents 11 per cent of all completed investigations, compared with 34 per cent in the previous year.

The natural justice process involves the OIA preparing a statement of facts which sets out the allegation, the particulars and supporting facts, and explains what category of misconduct is alleged. This statement is shared with the councillor and their legal representative (if applicable) who may provide a further response.

This is a statutory natural justice process that is required under section 150AA of the LG Act. A councillor's response must be considered by the IA in deciding if the matter proceeds to the CCT or is to be dismissed at this point. The natural justice process also allows parties to narrow the issues in dispute if a matter is subsequently referred to the CCT.

As at 30 June 2025, five complaints were undergoing the natural justice process, down from 22 at the same time in 2024.

Natural justice timeframes

As at 30 June 2025, the average time for the natural justice process to be undertaken was 3.6 months (down from 4.88 months in 2023–24). In 2024–25, the OIA operated under newly established target timeframes, supported by the introduction of third-party pauses.

The change is so that only the time taken by the OIA to complete its work is measured and time periods where external parties, such as legal representatives, are compiling information are not included.

Timeframe	2022–23	2023–24	2024–25*
0–3 months	8	5	3
3–6 months	0	5	1
6–9 months	1	9	0
9–12 months	0	0	1
Matters on hold	3	0	0
Total	12	19	5

Table 2:
Timeframes
for complaints
undergoing
natural justice
process as at
30 June of each
financial year.

*Third-party pause calculations

Public Interest

Consideration is given to a range of public interest factors prior to the IA making an application to the CCT including:

- ▶ the seriousness of the alleged misconduct
- ▶ whether there are reasonable prospects of a finding of misconduct
- ▶ the experience of the councillor
- ▶ any mitigating or aggravating circumstances
- ▶ the availability and effectiveness of any alternatives to making an application to the CCT
- ▶ whether the subject councillor has previous disciplinary history, including for similar conduct
- ▶ is the alleged breach a continuing or subsequent breach
- ▶ how often misconduct of this kind occurs and whether there is a need for deterrence

- ▶ the length of time since the alleged misconduct occurred
- ▶ the physical or mental health of the subject councillor
- ▶ the length and expense of any misconduct hearing
- ▶ if the alleged misconduct is sustained, what are the possible sanctions available
- ▶ the need to maintain public confidence in the councillor conduct framework.

Matters referred to the CCT

In 2024–25 the OIA made four applications to the CCT reflecting six complaints and seven allegations.

07 Tribunal hearings and reviews

2024–25 CCT
SNAPSHOT

4

misconduct applications
waiting for a CCT decision

5

applications decided
by the CCT

5

full-merit reviews
waiting before QCAT

A referral to the CCT is a disciplinary process, not a criminal one. The purpose of a disciplinary process is to ensure compliance with the standards of conduct set out in the LG Act, to promote future compliance and to uphold confidence in the integrity of councillors.

CCT applications

The CCT receives councillor misconduct applications referred to it by the IA. The IA is the applicant in all matters and bears the onus of proof.

After conducting a hearing in relation to an application, the CCT must decide whether or not the councillor has engaged in misconduct and, if so, decide what disciplinary order is appropriate.

Under the LG Act, the President of the CCT provides practice directions to assist parties in the hearings.

The CCT is required to act as quickly and informally as is consistent with a fair and proper consideration of the issues and natural justice. Each application is dealt with on a case-by-case basis.

In 2024–25, four applications were made to the CCT. As at 30 June 2025, all four matters awaiting a decision from the CCT were less than six months old.

Timeframe	Applications with CCT	Number of complaints reflected in application	Number of allegations
0–3 months	2	2	3
3–6 months	2	4	4
Total – 30 June 2025	4	6	7

Table 3:
Timeframes for matters before CCT as of 30 June 2025

Since establishment, the OIA has referred a total of 140 applications to the CCT relating to 243 complaints.

CCT decisions

In 2024–25 the CCT decided a total of five applications, down from 18 in 2023–24. The five applications represented six complaints, five councillors and 10 allegations. Of those applications, the CCT sustained three applications either in whole or in part and two applications were not sustained.

The CCT publishes a written summary of its decisions on the website of the department responsible for local government, recording findings and reasons. The following findings and orders reinforce the need for councillors to remain vigilant in identifying and managing their interests and to learn from CCT decisions.

The circumstances in which misconduct findings were made in 2024–25 included:

- ▶ A councillor selling a commercial property directly approached council staff to have the property reassessed as part of proposed flood mapping amendments. The councillor was found to have influenced a person participating in a decision relating to their conflict of interest.
- ▶ A councillor failed to disclose a conflict of interest and participated in a motion to change the name of the council despite owning a domain name with the proposed new name of the council.
- ▶ A councillor who had a prescribed conflict of interest influenced, attempted to influence or discussed a council matter with several participants involved in the decision-making process.

07 Tribunal hearings and reviews

QCAT review of CCT decisions

A CCT misconduct decision may be subject to a full–merits review by QCAT.

Any party to the matter may apply to QCAT for a review of the decision.

In 2024–25, three QCAT decisions were handed down: two resulted in the CCT decision being set aside, while the third permanently stayed the CCT decision.

As at 30 June 2025, there were five applications awaiting a decision from QCAT. These reviews represent three councillors or former councillors awaiting directions or hearings relating to 20 allegations. One review was initiated during the financial year but later withdrawn. The oldest matter at QCAT was four years and two months.

Timeframe	Applications with CCT	Number of complaints reflected in application	Number of allegations
Under 12 months	0	0	0
12–15 months	1	3	4
15–18 months	0	0	0
18–21 months	1	1	11
21 months – 2 years	0	0	0
2 years or more	3	3	5
Total – 30 June 2025	5	8	20

Table 4:
Timeframes for applications before QCAT for review as of 30 June 2025

Judicial reviews

There were no judicial reviews involving the OIA during the 2024–25 period.



08 Breach of conduct provisions

The IA may prosecute offences against ‘conduct provisions’ before the Magistrates Court as set out in section 150AY of the LG Act.

While the councillor conduct matters referred to in earlier chapters are potential disciplinary matters, a breach of a conduct provision is a potential criminal matter.

Examples of conduct provisions include dishonest conduct of a councillor, use of council information for a benefit or detriment, prohibited conduct of a councillor in possession of inside information, making a complaint vexatiously or not in good faith, and failing to leave a meeting after declaring a prescribed conflict of interest.

Vexatious complaints

In 2024–25, the OIA dismissed 14 complaints as vexatious, lacking substance or not made in good faith.

In addition, 12 vexatious warnings were issued to members of the public.

One complainant was declared a vexatious complainant under section 150AWA of the LG Act.

Vexatious complaint issues

Members of the public who make a complaint frivolously or improperly may be prosecuted under sections 150AV and 150AU of the LG Act.

Similarly, under section 150R(3), it is a potential breach of a conduct provision where a local government official may be prosecuted for making a complaint vexatiously or not in good faith. A local government official for the purposes of section 150R is a CEO of the local government or a councillor.

Breach of conduct provisions by a councillor

In some circumstances, the IA may deal with a breach of the conduct provision by a councillor as misconduct. Generally, matters will be dealt with as misconduct unless it is serious, involves repeat conduct and/or dishonesty, and is not being dealt with by the CCC.

Where investigating or prosecuting a conduct provision is possible, the following public interest considerations are taken into account:

- ▶ The seriousness of the alleged offending.
- ▶ If there are any mitigating or aggravating circumstances.
- ▶ The availability and effectiveness of any alternatives to dealing with the matter as a breach of a conduct provision (that is, dealing with it as misconduct).
- ▶ The councillor's previous disciplinary history or compliance with disciplinary orders.
- ▶ Is the alleged breach a continuing or subsequent offence.
- ▶ How often offences of this kind occur and whether there is a need for deterrence.
- ▶ Statutory time limits on bringing a prosecution.
- ▶ The age and physical or mental health of the councillor.
- ▶ The length and expense of any court hearing.
- ▶ If the councillor is convicted, what are the possible penalties available.
- ▶ Whether charging a councillor may result in their immediate suspension, whether this is proportionate given the prospects of success upon prosecution, and the likelihood of a conviction being recorded.
- ▶ Whether charging a councillor may result in their immediate suspension, whether this is proportionate given the impact on constituents, and proximity to a local government election.
- ▶ The need to maintain public confidence in local government.

09 Communication and Engagement

During the 2024–25 financial year, the OIA continued to advance one of its main strategic objectives—collaborating with key stakeholders to build capacity and foster a culture of accountability and ethical practice across Queensland’s local government sector.

Recognising the importance of proactive engagement, the OIA continued to implement a comprehensive strategy to increase awareness of councillor conduct obligations and reduce the number of complaints received.

The OIA’s stakeholder engagement approach is built on four foundational pillars: face-to-face interaction, a data-driven methodology, consistent and accessible communication, and stakeholder-led opportunities such as presentations, editorials and forums. These elements work together to ensure that engagement is not only informative but also responsive to the evolving needs of councils and stakeholders.

Following the local government elections held on 16 March 2024, the OIA prioritised direct engagement with newly elected and returning councillors. It conducted seven targeted workshops with individual councils, including Redlands City Council (which hosted two sessions), Maranoa Regional Council, Scenic Rim Regional Council, Noosa Shire Council, Moreton Bay Regional Council, and Bundaberg Regional Council. These workshops were designed to provide a comprehensive overview of the OIA’s jurisdiction, clarify the expectations around councillor conduct, and explore common complaint themes in detail. By facilitating open discussions and providing practical examples, the OIA helped councils better understand their responsibilities and the importance of maintaining public trust.

In addition to council-specific workshops, the OIA expanded its presence at key industry events. For the first time, the OIA hosted an exhibition stall at the LGAQ Conference, enabling OIA staff to engage directly with councillors, chief executive officers, and other stakeholders over the course of the three-day event. This initiative provided a valuable platform for informal conversations, feedback gathering and relationship building. The OIA also participated in a range of LGAQ and LGMA events throughout the year, including social media webinars, LGAQ's Civic Leaders Forum and LGMA's CEO and governance forums. These engagements enabled the OIA to share insights, respond to sector concerns, and reinforce its role as a supportive and independent body.

To enhance its digital communications, the OIA launched a LinkedIn page, establishing a social media presence aimed at broadening its reach and improving stakeholder engagement. This platform has allowed the OIA to share timely updates, promote educational content, assist in recruitment opportunities and connect with a wider audience in a professional and interactive environment.

The OIA also relaunched its quarterly email newsletter, OIA Insights, providing stakeholders with updates on important developments, emerging complaint trends and share case studies. These newsletters serve as a key communication tool, helping to break-down complex conduct matters and highlight lessons learned from recent investigations with practical take-aways for councillors and staff.

To support informed decision-making and accountability, the OIA releases monthly data dashboards detailing key metrics such as complaint volumes, timeframes and trends. These dashboards are designed to be accessible and informative, offering stakeholders a clear view of the OIA's workload and performance on a month-to-month basis.

Regular engagement with council CEOs has been maintained through quarterly online meetings, where discussions focus on key data, emerging trends, and contemporary governance challenges.

These sessions provide a forum for open discussions, enabling the OIA to better understand the operational realities faced by councils within the conduct framework and how it can best support them. They also help build a sense of shared responsibility for upholding ethical standards across the sector.

The OIA continues to maintain structured and ongoing collaboration with key partners. Through the Tripartite Forum, the OIA meets regularly with the Department and the Councillor Conduct Tribunal to discuss shared priorities, coordinate efforts and ensure consistency in approach. Additional engagement is sustained with the LGAQ and LGMA, both of which play a critical role in supporting local government professionals and promoting best practice. These relationships are vital to the OIA's ability to remain responsive, informed, and aligned with sector needs.

In 2024–25, the OIA was also pleased to contribute to the reestablishment of the Local Government Interagency Liaison Group alongside representatives from the Queensland Ombudsman, Crime and Corruption Commission, Queensland Audit Office and the Department. This collaborative forum aims to strengthen coordination across agencies to tackle common challenges and identify shared opportunities such as training and sector-wide engagement.

In terms of media engagement, the OIA adheres to a balanced and transparent policy that prioritises confidentiality while ensuring that information of public interest is communicated effectively. This approach supports the integrity of the OIA's work and reinforces public trust in its processes.

Overall, the 2024–25 financial year has seen the OIA expand and deepen its communication and engagement activities, reinforcing its commitment to building councillor capacity and stakeholder collaboration. Through a combination of face-to-face engagements, strategic partnerships, and regular reporting, the OIA has laid a strong foundation for continued progress in promoting accountability and reducing misconduct among councillors in Queensland.

Glossary and terms

Application	One legal file referred to the CCT for one councillor. It may contain multiple complaints and multiple allegations about the same or closely connected issues.
Matter	The OIA determines its statistics in line with the number of complaints received or assessed. A 'matter' represents one complaint. It may contain multiple allegations.
On the papers	A CCT hearing conducted only through written submissions and a review of the application.
On hold	In previous performance years, investigations were placed 'on hold' pending the availability of an investigator.
BCC	Brisbane City Council
CCC	Crime and Corruption Commission
CCT	Councillor Conduct Tribunal
DLGWV	Department of Local Government, Water and Volunteers
FTE	Full-time equivalent
HR Act	<i>Human Rights Act 2019</i>
IA	Independent Assessor
LG Act	<i>Local Government Act 2009</i>
NFA	No further action
OIA	Office of the Independent Assessor
QCAT	Queensland Civil and Administrative Tribunal



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