Service Standard 1.1.32
Corruption Control

Version	2.0
SOPs	1.1.32-1 Corruption Reporting
Policy Owner	Director Office of the General Counsel
Policy Contact	Supervisor Assurance
Approval Date	2 December 2025
Next Review	2 December 2030

1. Purpose

1.1.   Confidence in the integrity of the RFS and its members is essential to public trust in the RFS, and our communities expect us to protect the public interest and conduct our business with professionalism, accountability, transparency and respect. The RFS is committed to maintaining an honest and ethical operating environment and has a zero-tolerance approach to fraud and corruption. Fraud and corruption are incompatible with our values and present a significant risk to the achievement of our objectives and the provision of our services to the public.

1.2.   This Service Standard establishes a framework for ensuring that the RFS has appropriate controls in place to prevent, detect, report and investigate instances of fraud and corruption that align to the requirements of TC18-02 NSW Fraud and Corruption Control Policy as well as better practices promoted by the NSW Independent Commission Against Corruption and AS 8001:2021 Fraud and corruption control.

2. Policy

2.1.   Reflecting its zero-tolerance approach to fraud and corruption, the RFS will adopt and resource a fraud and corruption control framework designed to ensure that:

- –   Corruption risks are identified and managed appropriately

- –   Senior executives are aware of corruption risks, breaches and control activities occurring across the RFS

- –   All members and contractors are aware of relevant fraud and corruption risks and receive appropriate training to understand the RFS values, policies and expectations of behaviour

- –   All complaints about, and instances of, fraud and corruption are taken seriously.

2.2.   This Service Standard applies to all staff, volunteers, consultants, contractors and outsourced service providers performing work for the RFS.

2.3.   This policy applies to fraud and corruption against the RFS as well as fraudulent or corrupt conduct by its members.

2.4. Failure to comply with this policy is a breach of Service Standard 1.1.7 Code of Conduct and Ethics and may, in certain instances, lead to referral to law enforcement.

2.5. The RFS will cooperate with all relevant investigative and regulatory bodies and will take fair, proportionate disciplinary action against any employee or third party found to have engaged in fraud or corruption.

Responsibilities

The following responsibilities have been established to achieve these outcomes:

2.6. The **Commissioner** is responsible for:

- Ensuring that an agency-wide fraud and corruption control framework is in place
- Modelling the highest standards of ethical behaviour
- Ensuring compliance with all relevant legal obligations
- Ensuring that corruption control is adequately resourced.

2.7. **All staff, volunteers, consultants, contractors and outsourced service providers performing work for the RFS** are responsible for:

- Reporting any instances where they have reasonable grounds to suspect corrupt conduct by an RFS member or supplier in accordance with Service Standard 1.1.30 Public Interest Disclosures, as summarised in SOP 1.1.32-1 Fraud and Corruption Reporting
- Cooperating with all activities and initiatives aimed at preventing, detecting and responding to fraud and corruption; this includes risk assessments, training and education, audits and investigations, and the design and implementation of controls
- Refraining from any behaviour that may increase the RFS corruption risk
- Complying with all integrity-related policies, including Service Standard 1.1.7 Code of Conduct and Ethics.

2.8. **All managers** are responsible for:

- Ensuring their staff complete relevant training, are aware of relevant corruption risks, and understand the RFS values, codes, policies and expectations of behaviour
- Managing corruption risk in their area as required under P7.1.10 Enterprise Risk Management
- Alerting the Director Office of the General Counsel to any undocumented or emerging corruption risks in accordance with SOP 1.1.32-1 – Fraud and Corruption Reporting
- Modelling ethical behaviour
- Discouraging any behaviour that may increase the RFS fraud and corruption risk.

2.9. **All senior executives** are responsible for:

- Encouraging staff in their areas to uphold ethical, behavioural and professional standards
- Ensuring that, so far as practicable, corruption risks in their areas are managed to a residual risk level of 'Low'
- Integrating corruption risk management with broader management efforts and frameworks as appropriate
- Promoting a positive reporting culture that encourages and supports staff to report wrongdoing under the *Public Interest Disclosures Act 2022.*

The **Director People and Culture** is responsible for:

- Maintaining effective policies, systems and processes to respond to, investigate and report on suspected fraud and corruption

- Ensuring the Director Office of the General Counsel is kept aware of any reported or actual instances of corrupt conduct and the outcome of any investigation into them, including any systemic issues identified in the course of that investigation

- Undertaking on behalf of the Commissioner the mandatory reporting requirement of section 11 of the *Independent Commission Against Corruption Act 1988* and reporting to the NSW Independent Commission Against Corruption any matter suspected on reasonable grounds to potentially concern corrupt conduct.

2.10. The **Director Learning and Development** is responsible for:

- Assisting subject matter experts to develop relevant corporate training programs.

2.11. The **Director Finance and Procurement** is responsible for:

- Ensuring vendors, suppliers, consultants, contractors and outsourced service providers performing work for the RFS acknowledge the RFS Statement of Business Ethics.

2.12. The **Director Office of the General Counsel** is accountable for the operation of the RFS corruption control program and is responsible for:

- Coordinating the operation of the RFS corruption control framework by:

  - Annually updating a Corruption Control Plan containing a review of the RFS recent and planned corruption control activity, fraud and corruption risks, corruption control framework, and maturity against better practice benchmarks

  - Providing senior executives with periodic reports on the RFS corruption risks, breaches and vulnerabilities and any relevant data or trends

  - Maintaining an RFS Statement of Business Ethics that explains how the RFS will behave when providing services, seeking information, regulating, or making purchases, and its expectations of any vendors, suppliers, consultants, contractors and outsourced service providers performing work for the RFS

  - As Chief Audit Executive, conducting internal audits on the effectiveness of the RFS corruption control activity as appropriate.

- Coordinating the management of corruption risk by:

  - consulting with managers to help them identify corruption risks and provide advice on the design and implementation of appropriate controls, with a focus on owners of vulnerable systems and processes

  - maintaining a register reflecting the Office of the General Counsel's understanding of the RFS corruption risks and the controls in place to manage them, and reviewing it no less than every two years

  - keeping up to date with relevant standards and reports to stay informed on potential corruption vulnerabilities

  - engaging independent subject matter experts as necessary to obtain additional advice on the RFS corruption risk management approach and the design and efficacy of its controls

  - assisting the Director Learning and Development with the development and delivery of awareness and education measures on fraud and corruption prevention.

3. Definitions

3.1. For the purpose of this policy document the following definitions apply:

   a. **Controls:** any process, policy, device, practice, or other actions which modify risk, including formal controls such as policies and procedures, managerial sign-off and review, documented plans and segregation of duties, as well as informal controls such as competency, staff knowledge and understanding, ethical behavioural norms and relationship building.

   b. **Corruption:** Deliberate, serious wrongdoing that involves dishonest or partial conduct, a breach of public trust or the misuse of information or material.

   c. **Fraud:** Dishonestly obtaining a benefit, or causing a loss, by deception or other means.

   d. **Integrity:** Behaviour that aims to ensure that the right thing is done. In an organisational context, the 'right thing' includes both the fulfilment of an agency's objectives, and simultaneously upholding ethical, behavioural and professional standards.

4. Document control

Release history

Version	Date	Summary of changes
1.0	9 May 2016	Initial release Repealed and remade SS 1.1.29 Reporting of Corruption Issues v1.1 and Policy P1.1.5 Fraud and Corruption Prevention v1.0
1.1	20 August 2019	Repealed and remade SS 1.1.32 v1.0
1.2	3 October 2022	Repealed and remade SS 1.1.32 v1.1 Reassigns owner and contact Updates titles to reflect HQ realignment
2.0	2 December 2025	Renamed from Fraud and Corruption Prevention Comprehensive review and update

Approved by

Name	Position	Date
Trent Curtin	Commissioner	2 December 2025

Related documents

Document name
Independent Commission Against Corruption Act 1988
TC18-02 NSW *Fraud and Corruption Control Policy*
AS 8001:2021 Fraud and Corruption Control
Public Service Commissioner Direction No 1 of 2022
NSW ICAC Assessing Corruption Control Maturity
NSW ICAC – Advice on developing a fraud and corruption control policy
NSW ICAC sample fraud and corruption control policy
Service Standard 1.1.7 Code of Conduct and Ethics
Service Standard 1.1.30 Public Interest Disclosures
Service Standard 1.1.35 Conflicts of Interest
Service Standard 1.1.36 Gifts and Benefits
Service Standard 1.1.34 Workplace Complaints Resolution
Service Standard 6.1.3 Training in the NSW Rural Fire Service
Policy P7.1.2 Public Complaints Management
Policy P7.1.10 Enterprise Risk Management
Probity Declaration Form

SOP 1.1.32-1
Reporting Corruption

1. Purpose

1.1. This Standard Operating Procedure (SOP) outlines the process for members to report:

— any instances where there are reasonable grounds to suspect corrupt conduct by an RFS staff or volunteer member, contractor or subcontractor, or any instances of corruption against the RFS, and

— any undocumented or emerging corruption risks.

2. Procedures

Reporting known or suspected fraudulent or corrupt conduct

2.1. Staff and volunteers must report known or reasonably suspected fraudulent or corrupt conduct by its members or corruption against the RFS.

2.2. These reports can be made either:

— to your manager or to any of the RFS Disclosure Officers, which includes any District Manager or Area Commander, as Public Interest Disclosures using the process set out in Service Standard 1.1.30 Public Interest Disclosures, to ensure that you are entitled to protection from detrimental action or retaliation.

— Via the Workplace Complaints Resolution Framework established in Service Standard 1.1.34 Workplace Complaints Resolution by using the Formal Complaint Form on OneRFS or by calling the Third-Party Hotline on 1800 950 159.

2.3. Reports can be made in writing or orally, and may be made anonymously via an email, letter or call and should include:

a. the date, name and contact details of the person making the report (unless the report is being made anonymously)

b. a description of the wrongdoing, including the date, time and location of key events

c. the names and positions of the people involved in the wrongdoing

d. your relationship with the person/s involved (e.g. whether you work closely with them)

e. how you became aware of the matter you are reporting

f. the names and positions of any person who may have additional information (possible witnesses) and

g. any supporting or relevant information, documents or materials, or details of how these might be obtained.

Reporting corruption risks

2.4. If you have identified a corruption risk that you believe should be included on the RFS Corruption Risk Register, you can use the Probity Declaration Form to summarise the risk and submit it to the Director Office of the General Counsel for consideration.

2.5. This may be done by members seeking assistance managing a specific risk, or to anonymously raise a risk that you believe warrants management attention.

Further information

2.6. If you require further information about fraud and corruption reporting, risk management or this service standard, contact Assurance@rfs.nsw.gov.au.