PID online reporting tool
User manual

June 2012

The PID online reporting tool was developed to allow public authorities to quickly and easily provide statistical information to the NSW Ombudsman every six months as required under section 6CA of the _Public Interest Disclosures Act 1994_.

It allows registered users of public authorities to:
- login securely
- submit a report to the NSW Ombudsman
- view, update and print a PDF file of the statistical information provided.

One registered person in each public authority will be able to access the PID online reporting tool by using their email and a password. If you have been registered to submit your public authority's statistical information to the NSW Ombudsman and have not been given access to the PID online reporting tool, please contact the Public Interest Disclosures Unit (PID Unit) at pid@ombo.nsw.gov.au. If the registered user for your public authority changes, please ensure the PID Unit is notified by the previously registered user or the head of the public authority.

This user manual was developed to guide public authorities and registered users in using the tool.

Before submitting a report, please refer to _Guideline C2: Reporting to the NSW Ombudsman_ for advice on what information needs to be provided.
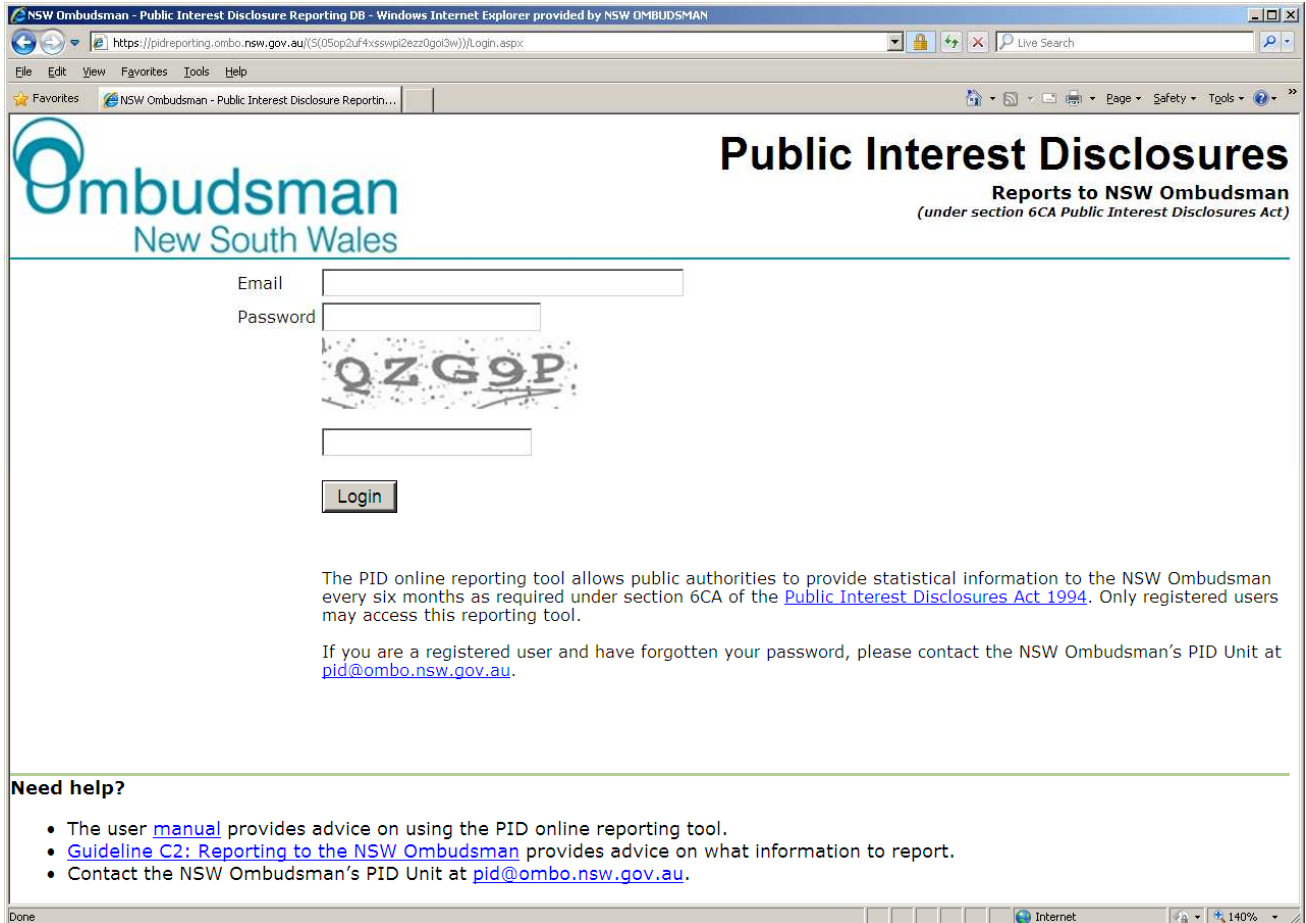
For further information, contact the NSW Ombudsman's PID Unit at pid@ombo.nsw.gov.au or on (02) 9286 1000.

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Logging on and off

1. To access the PID online reporting tool, type the following address into your internet browser's address bar: https://pidreporting.ombo.nsw.gov.au.

2. The login page will appear. Enter your full email address and password. You will be shown an image and you are required to enter the code displayed. Click 'Login'.

If the code that you enter for the image generated is not correct the first time, please try again. This function of the PID online reporting tool has been designed to ensure its security and is case-sensitive.

If you have forgotten your password, your access will be revoked after three unsuccessful attempts to login. To restore access, contact the PID Unit at pid@ombo.nsw.gov.au.

Registered users are responsible for keeping their password secure and treating it as sensitive, confidential information. If a password is suspected to have been compromised, notify the PID Unit immediately at pid@ombo.nsw.gov.au to change the password.

3. This will take you to a page listing any past reports that your public authority has submitted.

To logoff, click 'Logoff' in the menu on the left-hand side of the page.

You will automatically be logged out of the PID online reporting tool after five minutes of inactivity.

Submitting a report

1. Click 'Create new report' in the menu on the left-hand side of the page.

> *You will only be able to submit reports using the PID online reporting tool within 30 days after the end of reporting periods ending on 30 June and within 45 days after the end of reporting periods ending on 31 December. If you wish to submit a report after this period, contact the PID Unit at pid@ombo.nsw.gov.au. This should only happen in exceptional circumstances.*

Public authority details

1. You will first be asked to provide details about your public authority. This will assist our analysis of the information provided by public authorities.

    First, select the type of public authority from the drop-down options. If you are unsure, select 'Other'.

2. Select which cluster or principal department your public authority belongs to from the drop-down options. If your public authority is a local government authority, university or does not belong to a cluster, select 'Not part of a cluster'.

3. Select the geographic location that your public authority operates in from the drop-down options. If you operate in both regional or metropolitan areas, select 'State-wide'.

4. Enter the number of staff in your public authority. This should reflect the total number of people who were employed at any time during the reporting period and be rounded to the nearest whole number.

    When you are finished entering information about your public authority, click 'Next'.

a. Statistical information

1. You will then be required to provide the statistical information outlined in the *Public Interest Disclosures Regulation 2011*.

    Ensure that the relevant reporting period is selected.

2. If you are a registered user for more than one public authority, select the relevant agency.

3. Enter the number of public officials who made public interest disclosures to your public authority. This must be a whole number.

4. Enter the number of public interest disclosures received by your public authority. This must be a whole number.

If you enter '0' for the number of public interest disclosures received in the reporting period, this will automatically populate '0' next to the number of public interest disclosures that were about each category of wrongdoing.

However, you will still be required to indicate the number of public officials who made public interest disclosures to your public authority, the number of public interest disclosures that have been finalised in the reporting period, whether you have established an internal reporting policy, and whether the head of your public authority has taken action to meet their staff awareness obligations (and, if so, how).

5. Of the public interest disclosures received, enter the number that were primarily about corrupt conduct, maladministration, serious and substantial waste, government information contravention and local government pecuniary interest contravention.

The PID online reporting tool will automatically calculate the total number of public interest disclosures by category of wrongdoing. Before you can submit a report, this total must match the number of public interest disclosures received by your public authority.

6. Enter the number of public interest disclosures (received since 1 January 2012) that have been finalised in the reporting period.

7. Indicate whether your public authority has established an internal reporting policy by selecting either 'No' or 'Yes'.

8. Indicate whether the head of your public authority has taken action to meet their staff awareness obligations by selecting either 'No' or 'Yes'.

9. If you indicate that the head of your public authority has taken action, you will be asked to select how staff have been made aware from a list of options. You can select as many as apply.

   If you select 'Other', please provide details in the free text field displayed.

10. Click 'Submit Report' to save and submit your report to the NSW Ombudsman.

Viewing, updating and printing a report

The PID online reporting tool allows you to progressively add or make changes to your report. You can do this by updating the report that you have submitted.

You will only be able to update reports using the PID online reporting tool within 30 days after the end of reporting periods ending on 30 June and within 45 days after the end of reporting periods ending on 31 December. If you wish to change your report after this period, contact the PID Unit at pid@ombo.nsw.gov.au. This should only happen in exceptional circumstances.

1. Click 'Show past reports' in the menu on the left-hand side of the page.

    This will take you to a page listing any past reports that your public authority has submitted. You can sort this list by clicking on 'Agency', 'Submitted Date' or 'Reporting Period' at the top of the page.

2. To view or update a report, click 'Update' to the right of the report or the number to the left of the report.

3. This will take you to the page with details about your public authority. You will receive a message if you are no longer able to update your report because it is more than 30 days after the end of a reporting period ending on 30 June or more than 45 days after the end of a reporting period ending on 31 December. Click 'Next' to move to the statistical information page.

    You will again receive a message if you are no longer able to update your report. Otherwise, you can change the information entered. Once finished, click 'Update report'.

4. To generate a PDF file of the statistical information you have entered, click 'Print Report' at the top of the statistical information page. You will then be asked whether you want to open or save the PDF file.
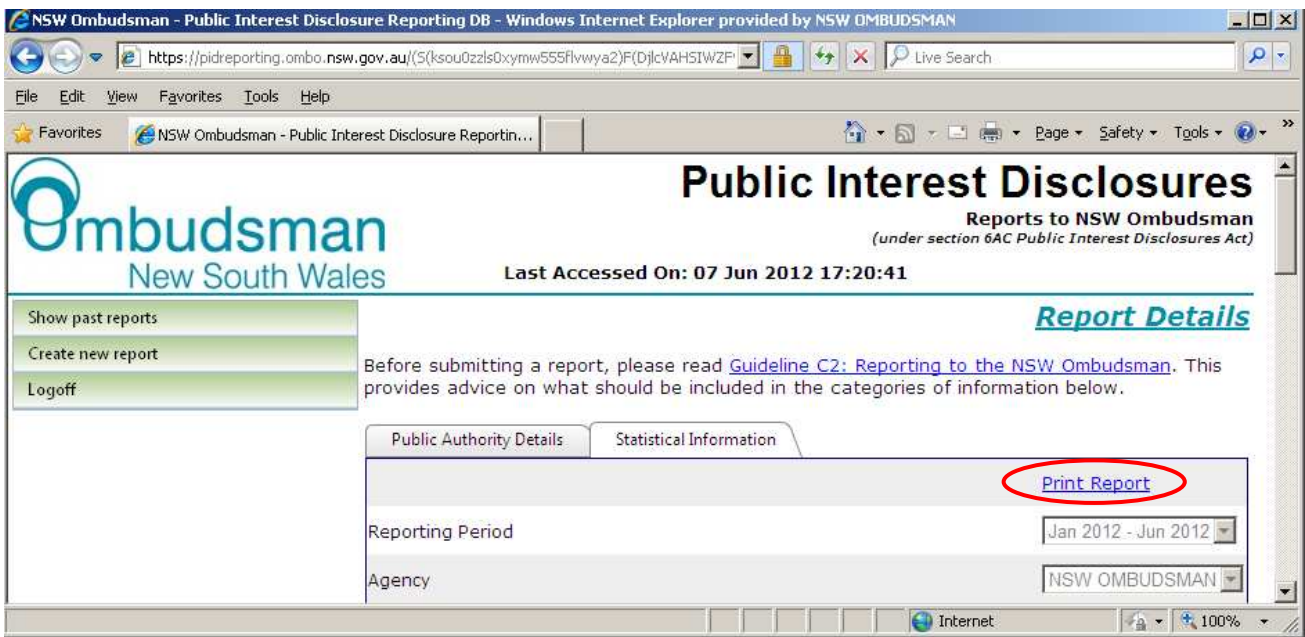
You can print a report at any point in time – whether or not you have submitted the information.