



Gareth and his cousin

Gareth works at the Monetary Penalties Enforcement Service. A part of his job requires him to interact with the public, and take calls from people with queries.

The story

Gareth is staffing the phones, when a call comes through from a member of the public, Cole. Gareth realises that Cole is his cousin, and they have a chat about Christmas that year and what they have both been up to.

When they finally get back to business, Cole says that the reason he is ringing up is to see if he can get special dispensation for a fine he received.

Gareth tells him not to worry, and that he'll take care of it.

Questions

- ▼ Is there a misconduct risk?
- ▼ What are the potential impacts for Gareth and the Department?
- ▼ What strategies could be implemented to avoid this situation in the future?

The information used in this scenario is not factual – we created it for education and discussion. Any likeness to actual persons or events is coincidental.



The Commission can help

We are available to provide support and assistance with identifying, reporting, investigating, managing and preventing misconduct: prevention@integrity.tas.gov.au or 1300 720 289.

For more Misconduct Prevention resources go to www.integrity.tas.gov.au/resources