

# Code of Conduct

## for the sale of Forest and Quarry Products

This Code of Conduct outlines the reasonable expectations of the parties to a sales permit.

### Responsibility

Forest Products is a business unit of the Queensland Department of Agriculture and Fisheries. Forest Products' staff are responsible for administering the sale of State owned forest products and quarry materials under the provisions of the Forestry Act 1959.

The Permittee, being a company or individual, also has responsibilities under the sales permit issued in accordance with the Forestry Act 1959. This includes the getting of the forest products or quarry materials in accordance with the terms and conditions of the sales permit.

### Forest Products' staff conduct

In performing duties relevant to their responsibilities under the Forestry Act 1959, and their obligations under the **Code of Conduct for the Queensland Public Service**, Forest Products' staff will act in a professional manner and make decisions in accordance with legislation, departmental policy and sales permit requirements.

### Permittee conduct

The Permittee, their staff and operators are expected to provide reciprocal conduct and deal with Forest Products staff in a professional and courteous manner while undertaking their authorised activities under the sales permit. The Permittee is responsible for ensuring that their operators, staff and themselves are fit and proper persons.

### Unacceptable conduct

Examples of conduct and behaviour that are not acceptable include:

- Abusive language
- Acting dangerously
- Being unaccountable
- Being dishonest or unethical
- Intimidation
- Discrimination

### Addressing unacceptable conduct

Should conduct be observed that does not meet the above expectations, the issue should be raised immediately, with sufficient detail (i.e. the nature of the issue, time, date, place, persons involved, witnesses and outcome), in writing, with the operations manager. If a matter is unable to be resolved at the operational level, it should be elevated upwards to the next level of management. Where a matter remains unresolved it should be escalated to the Director Forestry.

Formal complaints can be lodged either online at [www.daf.qld.gov.au/about-us/contact-us/providing-feedback-or-making-a-complaint](http://www.daf.qld.gov.au/about-us/contact-us/providing-feedback-or-making-a-complaint) or by email [forestproducts@daf.qld.gov.au](mailto:forestproducts@daf.qld.gov.au). Alternatively, you can contact the call centre on 13 25 23 and you will be phoned back at the next opportunity.