

Policy Document
CSE Consulting Queensland
Ethical Supply Policy
FY2024-25

This document is to be read in conjunction with the Queensland Government's:

- *Ethical Supplier Mandate*
- *Buyers guide – Queensland Government Supplier Code of Conduct 2023*
- *Supplier formal declaration – Queensland Government Supplier Code of Conduct 2023*
- *Queensland Procurement Strategy 2023*
- *Queensland Procurement Policy 2023 (document:
https://www.forgov.qld.gov.au/_data/assets/pdf_file/0021/367023/queensland-procurement-policy-2023.pdf)*
- <https://www.business.qld.gov.au/running-business/marketing-sales/tendering/supply-queensland-government/ethical-supplier-requirements>
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1. Introduction

CSE Consulting Queensland values and respects our clients, partners and the communities in which we operate. As a regionally-focused provider CSE Consulting Queensland is committed to understanding – and learning further – the specific needs and expectations of regional communities throughout the state and earning our place in delivering highest-standard communications while hearing feedback and concerns and identifying challenges and opportunities.

The Ethical Supplier Mandate (the Mandate) and the Ethical Supplier Threshold (the Threshold) are an integral part of the Queensland Government's *Buy Queensland* procurement approach and Queensland's economic recovery plan.

Queensland Government is committed to supporting **ethically, socially and environmentally responsible Queensland businesses** and keeping the economy moving by backing small business.

This policy governs and guides CSE Consulting Queensland's adherence to and application of the Threshold, as set out in **Clause 19** of the *Queensland Procurement Policy* (QPP).

This clause states that the Queensland Government will only deal with suppliers who have not:

- 🔄 Contravened a civil remedy provision of Chapter 2 or Chapter 3 of the *Fair Work Act 2009* (Cth), or committed an offence against the *Fair Work Act*
- 🔄 Contravened a civil remedy provision of Chapter 2, 3, 4, 5, or 7 of the *Industrial Relations Act 2016*, or committed an offence against the *Industrial Relations Act*, or failed to pay employment related levies, or other payments, established under Queensland legislation
- 🔄 Failed to make superannuation contributions on behalf of employees in accordance with law
- 🔄 Purported to treat employees as independent contractors, where they are not
- 🔄 Required persons who would otherwise be employees to provide an Australian Business Number so that they could be treated as independent contractors
- 🔄 Engaged persons on unpaid work trials or as unpaid interns, where they should be treated as employees
- 🔄 Entered into an arrangement for the provision of labour hire services with a person who is not licensed under the *Labour Hire Licensing Act 2017*, or a supplier who is an unlicensed provider under the Act



- ☞ Paid employee wages below those provided for in an applicable modern award (including for people with disability, suppliers must provide award- based wages (using the Supported Wage System where appropriate).

CSE Consulting Queensland commits to full compliance with the Threshold and to working only with partner organisations who share this level of compliance. As such, all tender documentation, applications and quotes applicable – especially those applicable to Queensland Government proposals – will identify this compliance.

2. Procurement Principles

CSE Consulting Queensland adhered to the definitions and stipulations outlined in the Ethical Supplier Threshold Guidelines, which state that, for the purposes of the Threshold, a ‘supplier’ includes subcontractors within the supply chain (see **Appendix 1** – Definitions).

CSE Consulting Understands that this means that subcontractors may be subject to a penalty and suppliers may be penalised for a breach by their subcontractors; except where the supplier has taken reasonable action to prevent the breach by their subcontractors.

We also take seriously our responsibility to ensuring that the conduct of any subcontractors we engage, especially on government projects, is compliant and does not breach the Threshold requirements. Where CSE Consulting Queensland is a principal contractor, we will use their best endeavours to not engage suppliers that have been sanctioned under the Mandate or the Threshold to do business with government.

2.1 Value for Money

CSE Consulting Queensland is committed to providing clients – be they in government or private enterprise sectors – with highest standards of professional service with fair pricing that represents value for money.

We understand there are certain strains and restraints that can prevent organisations in regional centres in the procurement of professional services – especially those on the professional writing, communications and engagement space. As such, pricing has been developed accordingly and is structured to account for:

- ☞ Government and major projects
- ☞ Large businesses and industry
- ☞ SMEs and Regional Branches
- ☞ Not-for-Profit and NGOs
- ☞ Community Organisations and Grassroots Associations / Committees



2.2 Responsibility to clients and community

CSE Consulting Queensland is eager to take advantage of the Queensland Government's commitment to source at least 30% of procurement by value, from the state's small to mediums businesses (SMEs).

As a sole trading enterprise, we commit to open, clear and transparent tender submissions, quotations or project propositions. We are open and upfront about our capabilities and capacity, and we are open and proud to work in collaboration with other organisations whose specialisations will complement and add to those offered by CSE Consulting.

Pricing will be market-competitive and in line with service provision in other regions.

Quotes, proposals and submissions will clearly outline costs and the basis / cadence by which those costs will be invoiced.

CSE Consulting Queensland requests a 40% deposit upon acceptance of quotation / submission, payable by the commencement of work. The balance payments will be invoiced at the completion of the project work, or at agreed intervals throughout the project, according to scale, timeframes and deliverables.

It is requested that concerns and complaints or disputes around pricing, invoicing or payment terms, be raised with CSE Consulting Queensland directly.

Payment terms can be negotiated on a case-by-case basis and will be agreed upon at the sole discretion of the owner/founder.

Where ongoing / retainer work is contracted, invoicing will be completed monthly, with a seven-day payment term. Again, this is negotiable but only at the discretion of the owner/founder.

2.3 How we behave fairly, ethically, and with integrity, probity and accountability

CSE Consulting Queensland upholds a culture of ethics, integrity, probity and accountability, respecting the trust of all stakeholders including suppliers and partners/collaborators and the community.

We display this culture in the following ways when undertaking our procurement activities:

- 🔄 Complying with this Policy, as well as all relevant legislation, policy and codes
- 🔄 Politely declining gifts of significance or benefits from suppliers, partners, collaborators and clients
- 🔄 Declaring actual, potential or perceived conflicts of interest as soon as we become aware of them



- 🔄 Properly securing and managing sensitive, personal and confidential information
- 🔄 Being fair and impartial
- 🔄 Offering and providing timely and appropriate service at a fair cost and seeking feedback from clients, collaborators, suppliers and partners
- 🔄 Actively managing contracts to monitor the delivery of obligations, and act on the failure of 'suppliers' to meet contractual obligations, including through contractual provisions or sanctions under the Ethical Supplier Mandate
- 🔄 Meeting deadlines and obligations and going above and beyond to exceed expectations
- 🔄 Facilitating timely payment of correctly rendered invoices
- 🔄 Documenting decisions.

2.4 Display leadership in ethical procurement strategy and practice

We uphold a culture of continuous improvement in capability and performance. We display this culture in the following ways:

- 🔄 Investing in capability development and functional maturity improvement
- 🔄 Sharing information to achieve a whole-of-government view of capability
- 🔄 Staying up to date with our professional development
- 🔄 Enhancing the consistency, timeliness and quality of practices, systems and information including data to improve 'procurement' decision-making.

3. Collaboration and Partnerships

We uphold a culture of collaboration.

We display this culture in the following ways:

- 🔄 Working together with other key suppliers and organisations to ensure each has the opportunity to play to each other's strengths and deliver the highest quality service offering.
- 🔄 Looking for opportunities to achieve greater savings and benefits by applying a 'category management' approach, and collaborating with other 'agencies' on areas of common spend
- 🔄 Aggregating service delivery where this makes sense and prevents CSE Consulting Queensland and collaborating partners from being unreasonably locked from 'procurement' opportunities, regardless of specialisation, scale and size.
- 🔄 Collaborating with other organisations and working with other government agencies where relevant and applicable / appropriate to increase efficiency, effectiveness and economy in 'procurement' activities at a whole-of-government level



4. Governance and Planning

We support governance structures established by this Policy and integrate planning at all levels, from 'category' strategies, through to agency procurement planning and 'significant procurement' planning. We display this in the following ways:

- 🔗 Complying with this Policy, and government / agency policies and/or procedures for 'procurement'
- 🔗 Facilitating internal and external procurement decision-making and reporting and seeking input from other collaborators and partners to sense and reason check decisions and plans.
- 🔗 Supporting engagement at all levels with open communications between CSE Consulting Queensland and potential key stakeholders – partner businesses, clients, government, industry and unions.

5. Inquiries and complaints

For complaints about how CSE Consulting Queensland handles, processes or manages your personal information, please contact Founder / Director Meredith Papas on 0448 995 731 or email info@cseconsultingqueensland.com.au

Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to five (5) business days for CSE Consulting Queensland to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with CSE Consulting Queensland's response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at www.oaic.gov.au/) to lodge a complaint.

6. How to contact us

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

- 🔗 **Email** - info@cseconsultingqueensland.com.au
- 🔗 **Contact number** - +61 448 995 731